

FROST & SULLIVAN
BEST PRACTICES



2026

EUROPEAN MDM-ELECTRICITY
MARKET DATA HUB PLATFORMS

**CUSTOMER VALUE
LEADERSHIP**

HANSEN

Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Hansen Technologies excels in many of the criteria in the Europe MDM-electricity market data hub platforms industry space.

RECOGNITION CRITERIA	
<i>Business Impact</i>	<i>Customer Impact</i>
Financial Performance	Price/Performance Value
Customer Acquisition	Customer Purchase Experience
Operational Efficiency	Customer Ownership Experience
Growth Potential	Customer Service Experience
Human Capital	Brand Equity

Redefining Customer Value in MDM for Modern Electricity Markets

Europe's electricity markets are undergoing structural transformation as utilities adapt to deregulation, accelerating smart meter penetration, and increasingly granular settlement requirements. MDM platforms, once focused on billing and meter-to-cash processes, now function as high-performance systems of record underpinning balance settlement, forecasting, grid operations, and digital customer engagement. The shift toward 15-minute—and, in some markets, sub-15-minute—market resolution has elevated requirements for data quality, timeliness, and scalability.

Utilities are also managing rapid growth in distributed energy resources (DER), prosumers, and complex asset portfolios spanning electricity, district heating, and gas. National data hub models, particularly in the Nordics and the Netherlands, have raised expectations for standardized, settlement-grade data processing across multiple market roles. The increasing participation of flexible assets in wholesale and balancing markets is further increasing the need for timely, high-quality data to support operational decision-making and market optimization. Batch-oriented architectures struggle to keep pace, while event-driven, near-real-time platforms are becoming essential to managing operational risk and commercial performance.

As a result, functional completeness alone no longer defines customer value in the MDM market. Utilities now prioritize solutions that reduce imbalance exposure, accelerate settlement, support regulatory compliance, and enable analytics-driven use cases. Vendors combining settlement-grade accuracy,

cloud-native scalability, and open data enablement are best positioned to help utilities transform meter data from an operational necessity into a strategic asset.

Within this context, Hansen Technologies has emerged as a clear customer value leader in Europe's MDM market.

From Meter Reads to Market-Ready Intelligence

A central challenge facing European electricity utilities is the growing mismatch between legacy MDM architectures and modern market requirements. As settlement intervals shorten and balance responsibility expands, delays in meter data validation and availability increase imbalance costs and

“By combining flexible deployment models with advanced analytics, Hansen delivers unmatched value across the entire utility value chain.”

- Neha Tatikota
Senior Industry Analyst

reduce operational visibility. Many utilities find that traditional batch-based MDM systems cannot support the frequency, volume, and reliability required by regulators and market operators.

Hansen Technologies addresses this challenge with an event-driven MDM architecture that processes high-volume time-series data in near real time. The

platform has proven this capability in production at Elenia Oy, Finland's second-largest distribution system operator serving approximately 435,000 customers. Elenia uses Hansen Technologies' cloud-native MDM to manage meter data collection and automated submissions to Datahub, Finland's national data hub. This deployment marked the first live implementation of Hansen Technologies' next-generation cloud-native MDM and demonstrated its ability to scale horizontally while reliably handling decreasing reporting periods under stringent Nordic settlement rules.

By making validated meter data available within minutes rather than hours, Hansen Technologies enables customers like Elenia to reduce settlement risk, improve forecasting inputs, and maintain compliance as market rules evolve. Delivering trusted, settlement-grade data at speed enables Hansen Technologies to help utilities meet increasingly demanding market requirements.

Delivering Customer Value Through Cloud-Native Flexibility and Deployment Choice

European utilities operate under diverse regulatory frameworks that shape preferences for public cloud, private cloud, hybrid, or on-premise deployments. While SaaS adoption is accelerating, many utilities still require flexibility to address data sovereignty, cybersecurity, and internal governance constraints.

Hansen Technologies differentiates itself by supporting on-premise, private cloud, and fully cloud-native SaaS deployments depending on customer requirements. This flexibility is reflected in deployments such as Aidon, which leverages Hansen Technologies' SaaS-based, event-driven MDM to deliver managed services for multiple Finnish distribution system operators (DSOs). Hansen Technologies' ability to process 5-minute meter reads and automate Datahub submissions enables stringent compliance while reducing operational burden.

This flexibility allows utilities to modernize at their own pace, aligning cost models and regulatory needs without sacrificing performance or roadmap continuity.

Enhancing the Customer Purchase Experience

Selecting a meter data management platform represents a high-impact, long-term decision for utilities, shaped by regulatory complexity, integration risk, and future readiness. Hansen Technologies simplifies this decision through a consultative engagement model and a modular portfolio approach that reduces implementation uncertainty at the point of purchase.

A key differentiator is Hansen Technologies' ability to deliver a unified meter-to-cash and data-to-insight stack, integrating MDM seamlessly with Hansen CIS and advanced analytics. This architectural coherence minimizes integration risk, accelerates deployment timelines, and ensures that MDM investments scale across billing, settlement, analytics, and customer engagement use cases.

Transparent pricing structures and flexible commercial models—spanning SaaS, managed services, and hybrid deployments—align financial commitments with evolving market and regulatory conditions. Combined with Hansen Technologies' co-innovation approach, customers gain not just a product but a strategic partner committed to long-term value realization.

Driving Sustained Value Through Customer Ownership Experience

“Hansen MDM is the trusted, validated source of time-series truth, enabling customers to operationalize AI and forecasting in their preferred environments via streaming interfaces and stable data products.”

- Neha Tatikota
Senior Industry Analyst

Customer value materializes after deployment through reliability, adaptability, and operational simplicity. Hansen Technologies designs its MDM platform to deliver consistent outcomes throughout the solution lifecycle, supporting utilities as data volumes grow and market rules evolve.

Its event-driven architecture enables advanced use cases beyond billing—including real-time event processing, improved grid visibility, and prosumer

analytics—without compromising settlement-grade accuracy. SaaS and managed service models reduce operational burden through automated upgrades, proactive monitoring, and regulatory readiness, eliminating disruptive modernization projects.

Hansen Technologies further strengthens the ownership experience through its learning portal, a structured training and enablement program that supports teams across deployment, operations, and ongoing optimization. By combining robust technology with continuous enablement, Hansen Technologies ensures customers derive sustained value well beyond initial go-live.

Extending Value Beyond Meter-to-Cash Through Open Data Enablement

As utilities seek to unlock greater value from meter data, embedding all analytics directly into MDM risks rigidity and complexity. Hansen Technologies addresses this through a strategy centered on open data enablement and AI-agent readiness.

The platform exposes validated meter data through streaming interfaces, APIs, and standardized data products, enabling customers to leverage, third-party analytics, and enterprise data lakes for forecasting, anomaly detection, and decision support. This decoupled approach preserves MDM as the settlement-grade system of record while enabling rapid innovation outside the core runtime.

Hansen Technologies reinforces this future-ready approach through investments in AI-driven analytics, real-time grid intelligence, and interoperability with flexibility and DER management solutions. Customers can incrementally expand capabilities without destabilizing core operations, ensuring long-term adaptability.

Supporting Multi-Role Market Participation and Complex Energy Portfolios

European utilities increasingly operate across multiple market roles and commodities. Hansen Technologies' MDM solution supports multiple market roles and multi-commodity operations on a unified data foundation, spanning both MDM and EDM. Hansen MDM

This capability is illustrated by EPV, which uses Hansen MDM alongside district heating optimization and balance responsibility modules to produce actionable energy plans and automate settlement workflows. This integrated approach reduces operational complexity while extending value beyond electricity into adjacent energy domains such as district heating.

Reinforcing Brand Equity and Market Credibility

With over 50 years of energy and utilities expertise and a global customer base exceeding 600 organizations, Hansen Technologies has built strong brand equity grounded in long-term delivery and operational trust. High-impact European engagements such as its multi-year, data-first digital transformation program with BKW in the DACH region, reinforce credibility and support market-critical energy data management solutions.

These deployments underscore Hansen Technologies' ability to deliver mission-critical platforms at scale while meeting stringent regulatory and performance requirements. This combination of sector longevity, scale, and execution capability strengthens customer confidence in Hansen Technologies as a long-term strategic partner.

Conclusion

Hansen Technologies demonstrates clear customer value leadership in Europe's meter data management market through its event-driven, settlement-grade MDM platform; flexible deployment models; and open data enablement strategy. Integrated with Hansen CIS and advanced analytics, the company delivers a unified operational and analytical foundation that reduces risk, accelerates value realization, and supports long-term transformation. Proven deployments with Elenia, Aidon, EPV, and large-scale European programs such as BKW validate Hansen Technologies' ability to deliver sustained customer value across diverse regulatory and market environments.

For its strong overall performance, Hansen Technologies is presented with Frost & Sullivan's European Customer Value Leadership Recognition in the meter data management industry.

What You Need to Know about the Customer Value Leadership Recognition

Frost & Sullivan's Customer Value Leadership Recognition identifies the company that offers products or services customers find superior for the overall price, performance, and quality.

Best Practices Recognition Analysis

For the Customer Value Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Business Impact

Financial Performance: Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

Customer Acquisition: Customer-facing processes support efficient and consistent new customer acquisition while enhancing customer retention

Operational Efficiency: Company staff performs assigned tasks productively, quickly, and to a high-quality standard

Growth Potential: Growth is fostered by a strong customer focus that strengthens the brand and reinforces customer loyalty

Human Capital: Leveraging innovative technology characterizes the company culture, which enhances employee morale and retention

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

VALUE IMPACT			
STEP		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fueled by the Innovation Generator™.

[Learn more.](#)

Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- Megatrend (MT)
- Business Model (BM)
- Technology (TE)
- Industries (IN)
- Customer (CU)
- Geographies (GE)

