



Utility Modernization with Actionable Intelligence

Accelerating the transition to resilient, efficient, and customer-centric utilities



Fluentgrid Limited

Fluentgrid drives the digital transformation of energy utilities and smart cities worldwide with innovative software products and end-to-end turnkey solutions. Our comprehensive portfolio of COTS products addresses the commercial, operational, analytical, and administrative needs of energy and water utilities, as well as cities and communities.

With more than two decades of industry expertise and robust process frameworks, our solutions ensure seamless business transformation, delivering lower TCO and faster Rol.



Energy & Utilities

Vertical focus with deep domain expertise and software products.

Founded in
1998

650+
Associates

50+ Utility/City Customers served across
10+ Countries

End-to-end solution
offerings with flexible business models



Mature process frameworks compliant with
CMMI Level 5, ISO 9001, ISO 20000, ISO 22301, ISO 27001, ISO 14001 & ISO 45001

Subsidiaries in
USA & UAE

Industry focus and
alignment for
continuous innovation

Member of
United Nations Global Compact (UNGC)



Products like **CIS, MDMS** and the **Actilligence®** platform
are featured in analyst reports such as **Gartner** and **Guidehouse Insights**



Digital Transformation

Horizontal play with an integrated operations center platform - Actilligence®

800
Seater Campus at Visakhapatnam

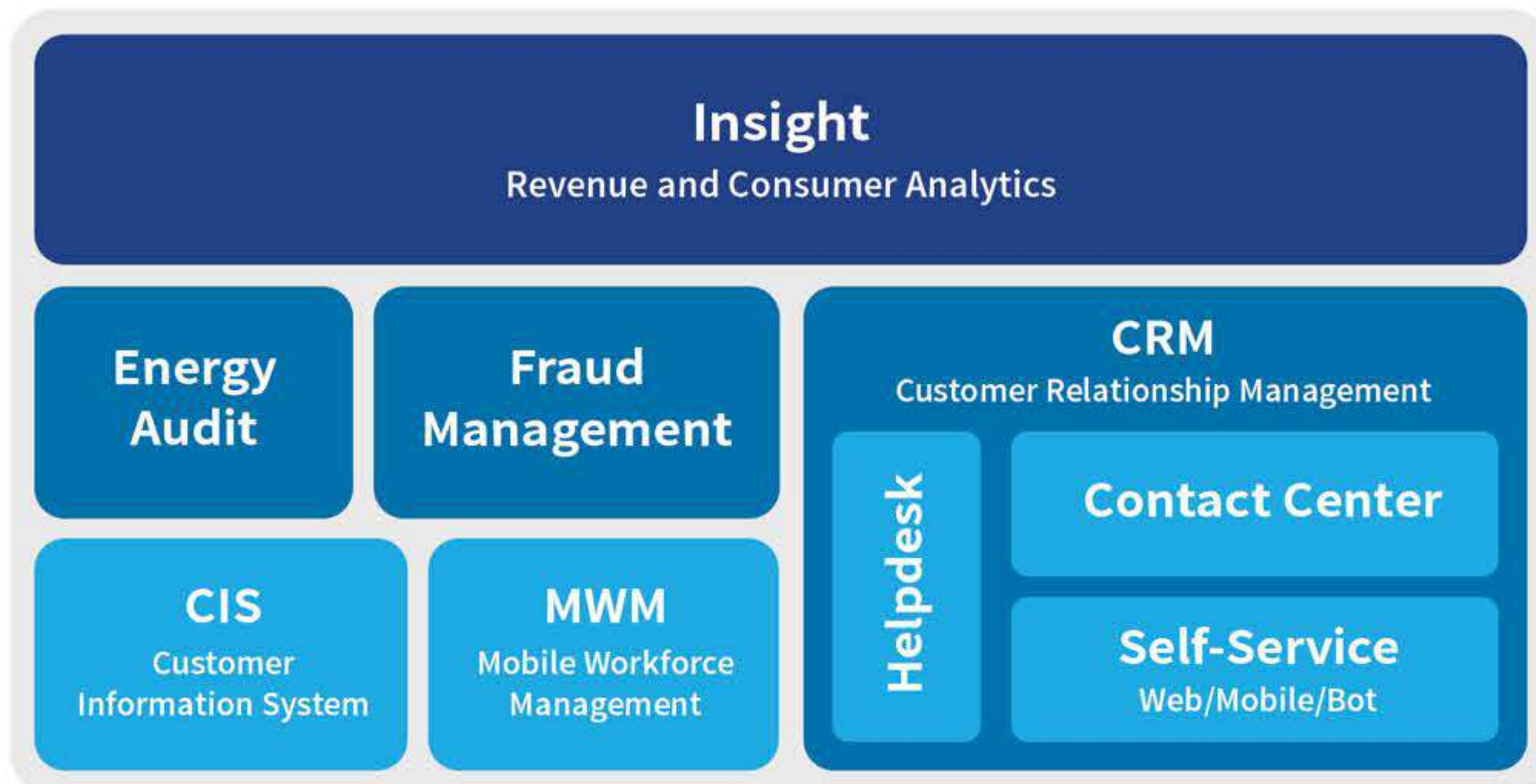
100+ Million
End Consumers Served

One-stop-shop with single point of
responsibility, for your peace of mind

Fluentgrid CIS[®] Suite

Prevent Revenue Loss. Delight Consumers.

Fluentgrid CIS suite ensures revenue protection, besides modernizing customer facing functions leveraging digital technologies.



Customer Information System:

Robust billing and customer lifecycle management, coupled with comprehensive revenue accounting.

Customer Relationship Management:

Always on 2-way engagement between the utility and consumers through multiple channels to address consumer service requests, complaints and feedback; as well as push notifications and bulk messaging from utilities.



Helpdesk: Streamlined helpdesk and case management.



Self-Service: Web, mobile & chatbot interfaces for always-on access.



Contact Center: Omnichannel consumer engagement over voice (human agent, voice bot, IVRS) or chat (web chat, social messaging apps, social media networks).

Energy Audit: Track, detect, and reduce energy losses at multiple levels of distribution network.

Fraud Management: Identify anomalies and curb theft.

Mobile Workforce Management: Manage field work efficiently with mobile devices, drones and real time location-based tracking.

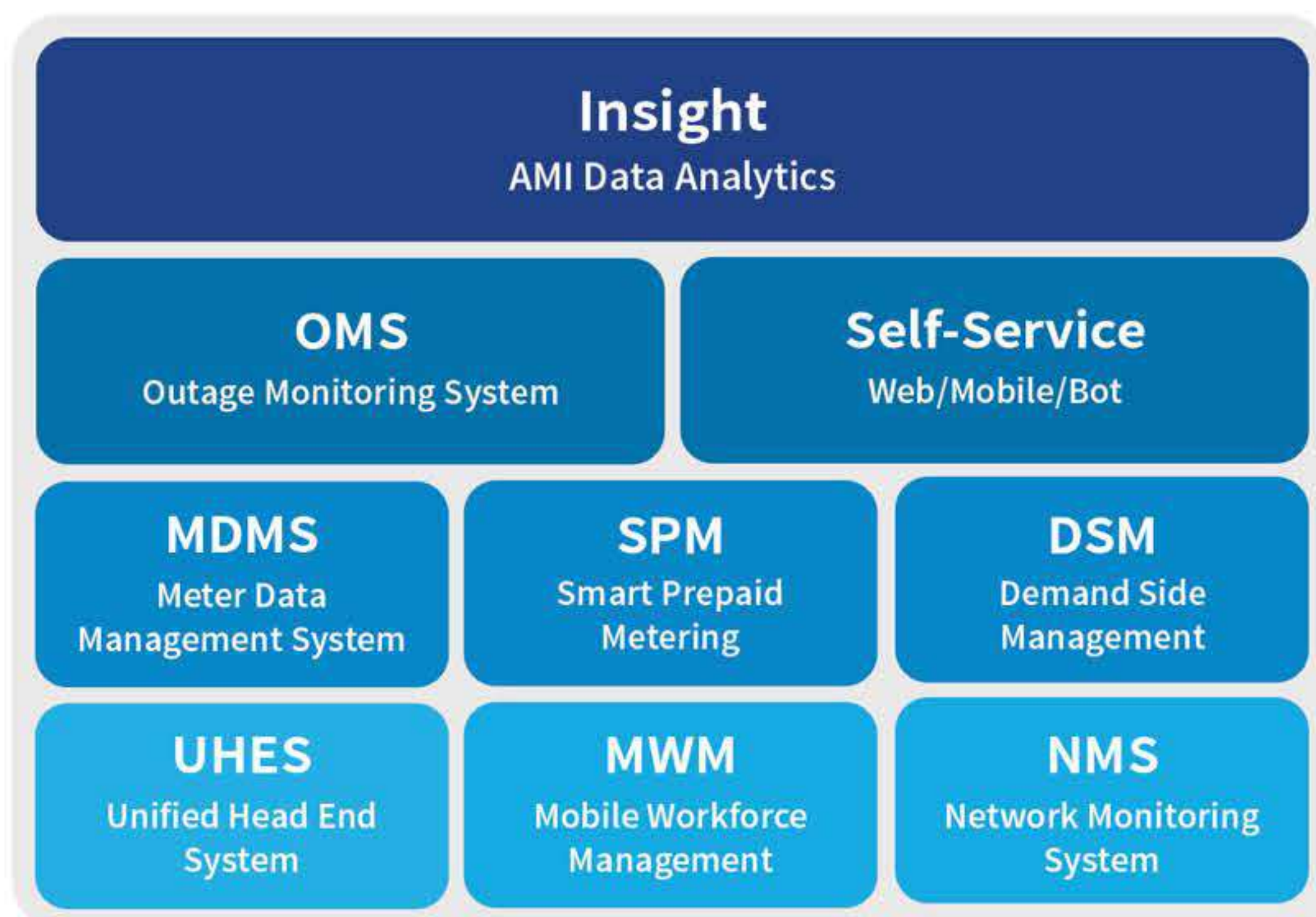
Insight: Includes reporting and analytics for revenue, consumers, and field service functions.

Built for scale | Field proven for loss reduction | Future-proof

Fluentgrid AMI™ Suite

End-to-end Smart Metering Infrastructure

Fluentgrid AMI (Advanced Metering Infrastructure) software suite provides the essential last mile building blocks for utility supply chain modernization. It can be quickly setup to work with leading meter vendors, helping utilities to expedite AMI rollouts and ensures secure, scalable, and intelligent data-driven operations.



Unified Head-End System: For multi-vendor, communication/protocol agnostic meter integration.

Meter Data Management System: Industry leading standards-compliant independent Meter Data Management System with robust rule-based VEE engine.

Smart Prepaid Metering: Secure smart prepaid capability with wallet and online payments.

Network Monitoring System: Network Monitoring System for meter connectivity and uptime monitoring.

Demand Side Management: Tools for demand-side management and peak shaving.

Outage Management System: Integrated outage detection and restoration support.

Self-Service: Empower consumers via web, mobile & chatbot.

Mobile Workforce Management: Simplify meter installations and operations with smart forms and intuitive mobile apps.

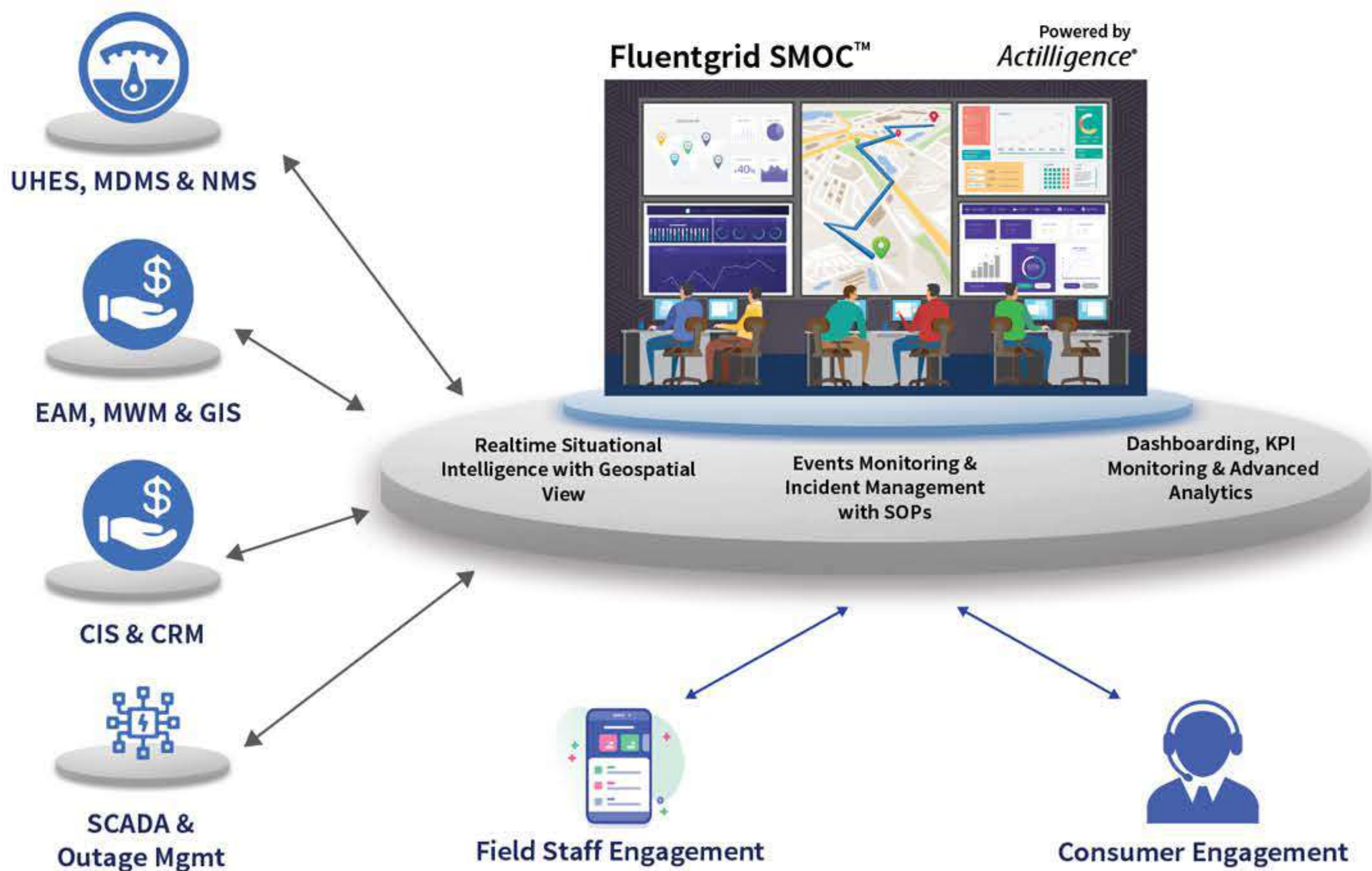
Insight: AMI Analytics including consumption trends, anomaly detection, load analysis, and so on.

Future-ready metering backbone | Seamless integrations | Utility-proven at scale

Fluentgrid SMOC™

Last-Mile Grid Intelligence

The **Smart Meter Operations Center (SMOC)** is Fluentgrid’s flagship low voltage grid modernization solution. It brings unprecedented visibility and control to the distribution edge, leveraging AMI data.



Helps rapidly deploy and manage smart meters and intelligent devices.



Helps address and even prevent day-to-day operational challenges.



Drives LV grid modernization with unmatched data integration capabilities and AI enabled use cases.



Provides a platform for continuous innovation and value creation for quicker.

Key Capabilities



Close the visibility gap | Modernize your low voltage grid

Value Proposition



About 25 years of experience in turnkey digital transformation for key industry verticals like power utilities and urban infrastructure.



The whole nine yards from consulting to solution design to implementation and support from a single vendor.



Future-proof technology solutions with home grown products, fully optimized for lower TCO and faster RoI.



Robust products matured from hands-on field expertise making them easy to use and faster to implement.



Ensuring customer satisfaction with successful implementation of complex projects followed by unwavering support.

Customer Footprint



Smart Energy & Utilities



Smart Infrastructure

Your trusted partner for
SMART ENERGY & INFRASTRUCTURE

Software Products • Systems Integration • Managed Services



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