widergy

Profile

- **Sector:** Energy Tech for Utilities
- **Service:** SaaS
- **Established:** 2017
- **Staff:** 88
- Technologies: App, AI, IoT, web platform

KPIs

- +25 clients enterprise
- Present in 5 countries
- +6.7M registered accounts
- +4.1M app downloads
- +1.3M monthly pays

Equipo

Gustavo Casaforte
CEO

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CTO

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Last-mile technology for utilities

Company

Widergy is a tech company specialized in utilities. We've developed a modular, omnichannel platform that combines SaaS solutions and AI Agents to digitize energy, gas, and water services — empowering customers and agents to manage these services seamlessly.

Problem

Utilities face an urgent need for digital transformation. Many utilities still rely on manual processes, disconnected channels, and lack unified access to customer information. This results in overloaded offices and contact centers, high operational costs, slow response times, and a fragmented experience that frustrates both users and internal teams. For end users, this means long waits, unnecessary in-person visits, and limited self-service options. Their relationship with their provider becomes slow, unclear, and difficult to trust—leading to lower satisfaction and engagement.

Products

Widergy is a modular, omnichannel platform combining SaaS solutions and AI Agents designed specifically for utilities. We digitize commercial operations, enhance customer experience, and accelerate technology adoption.
With a 100% vertical focus and a one-stop shop model, we help reduce costs, implementation times, and improve user satisfaction.
Our products include:
- **Customer Experience Platform:** omnichannel, fully digital self-service
- **Agent Experience Platform:** AI-powered customer service automation
- **Workforce Platform:** fieldwork digitization and control
- **IoT Platform:** device management and monitoring

Differentiator

Widergy is purpose-built for utilities. We don't start from scratch with each project—we offer ready-to-deploy platforms specifically designed for the sector, adaptable to a variety of operational realities.
Our modular architecture, enhanced by AI-driven integration capabilities, enables utilities to launch their full omnichannel experience in just 10 weeks.
The platform integrates seamlessly with existing systems, without requiring replacement, which accelerates impact and reduces complexity.
Widergy understands the industry, speaks its language, and supports more than 25 utilities in their digital transformation. Today, over 6 million people manage their energy through our platforms in Latin america.

Additional Information

Our Technical Platform enables us to design, build, and deploy solutions quickly and at scale.
We also leverage specialized AI Agents to streamline tasks like technical design and integrations—helping reduce implementation time and costs. Finally, our Design System ensures a consistent, intuitive visual interface that's fully customizable to each client's brand and user experience.