

System Operation




DATA COLLECTION AND STABLE OPERATION



We read your data

By entering into a System Operation Agreement from Kamstrup you'll obtain unproblematic access to data as well as monitoring of the alarm function and meter network.

In the system operation solution Kamstrup collects your data according to your requirements to the system, which is hosted in an ISO 27001 certified IT server room. This ensures a high level of security, stability and availability. At the same time you save a lot of money on investments in expensive server equipment, software licenses as well as installation and operating hours.

Kamstrup's operating solutions	eSystemNet Plus 	eSystem24 Plus 	eSystem12 Plus 
System support	✓	(✓)	(✓)
Backup of database files	✓	✓	✓
Software updates	✓	✓	✓
Hosting of PcBase II programs	✓		✓
Hosting of EMS10 programs	✓	✓	
Network monitoring	✓		
Network projecting	✓	✓	✓
Data collection	✓	✓	✓

This is how we operate

- We operate all servers according to the international standard ISO 27001, and the operating center is certified according to ISO9001.
- Protection against burglars i.e. using alarms and fog generators.
- Automatic fire-fighting appliances and back-up power units.
- Daily/weekly/monthly backup.
- Documented operating procedures.
- Confidence when handling data.
- 24-hour monitoring of the operating centre with standby duty.
- 24x7x365 operation, i.e. operation during the summer holiday, at Christmas and Easter and during weekends.

This is how we cooperate

- You have one contact person at Kamstrup and access to our support organisation.
- We handle installation and train locally at your place.
- We check that data collection is made correctly and that data are collected from the meters in question.
- We send export file/readings at the time agreed on and to the receiver agreed on.
- We monitor and perform network repair, if any.
- We monitor the alarm functions.
- We send out action lists (lacking meters) to you for field correction and follow up in cooperation with you.

Advantages for you

- Same low, well known working expenses through-out the operating period.
- Fewer investments in expensive server equipment.
- Lower costs for maintaining hardware/server.
- Fewer investments in software and licenses.
- Always access to the latest version of Microsoft software.
- Always access to the latest version of Kamstrup software.

Let us perform your tasks

We know from experience that the very investment in a system is not the biggest challenge to a utility. It is the implementation and the operation.

Therefore, we offer to perform some of the tasks of operating the system on a daily basis. In this way you can be certain that your investments yield the best possible return, and that the operation always run smoothly.

Select the operation agreement that meets your needs – from hosting of the servers and software to full operation with full outsourcing.

Technical Operation

Technical Operation means that your reading system runs on central servers at Kamstrup's operations centre and is made available to you via fixed lines or the Internet.

System Operation

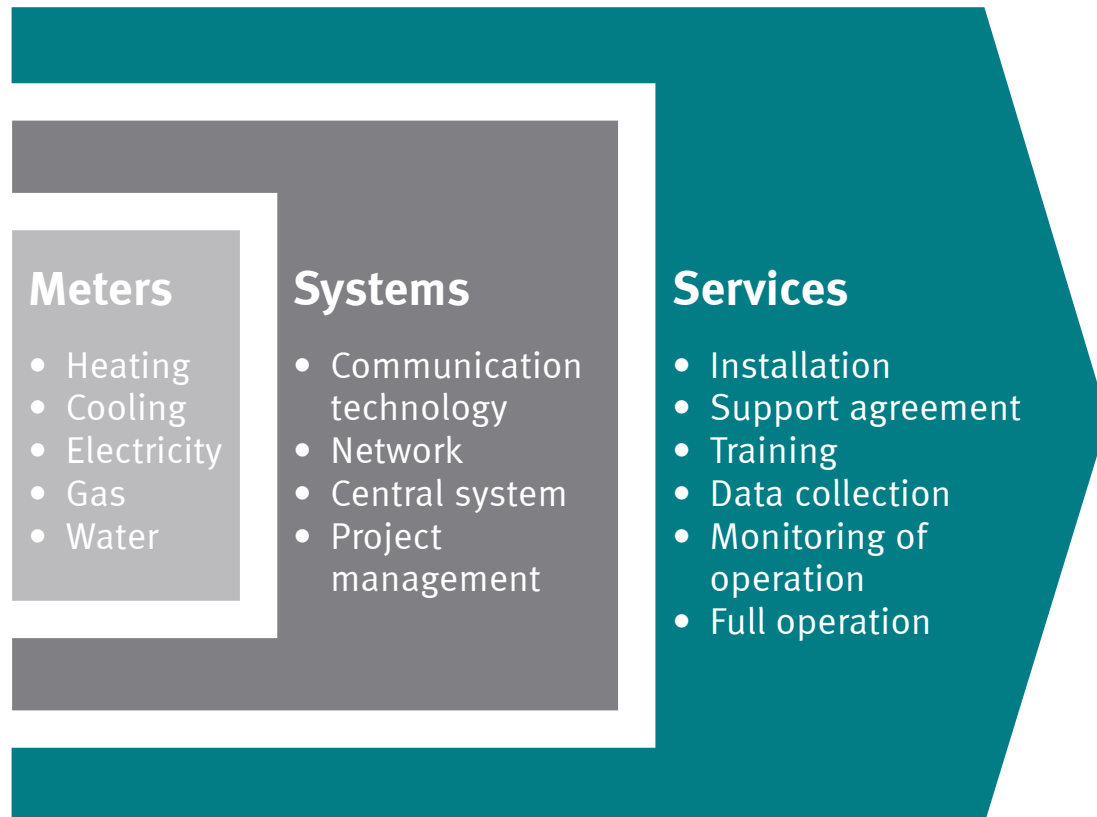
Apart from everything already stated under the Technical Operation, Kamstrup is also available for data collection and delivery of data to you. This is done quite simply in the form of a data file.

Full Operation

With Full Operation, you get security in your everyday work. Full Operation also implies – apart from everything already stated under the Technical Operation and the System Operation – that Kamstrup has full responsibility for hardware components. And you can concentrate 100% on your core services.

This is how we guarantee you and your company a better solution

We offer you solutions at any level
– from a single meter to a complete solution including unique services.



Kamstrup assesses the big picture.

This is what enables us to optimize your competitiveness, your results and your satisfaction with the partnership.

We systematize things, are with you all the way and ensure that you get the right support no matter which solution you choose – during the entire life of the system.

This is what makes the difference.