

Data sheet

REAdy System Support

- Fast and effective support
- By letting Kamstrup support your system, you can focus on your core business
- Kamstrup meter reading system – hosted locally or hosted by Kamstrup
- Flexible support via email or call center
- Get the latest software updates as soon as they are available



Description

With READY System Support, Kamstrup provides you with a fast and efficient support solution. A precondition for the service delivery is a Software Maintenance Agreement already entered into by you and Kamstrup. The delivery of the support services are ensured through standardised workflow, instructions and procedures made by Kamstrup. We provide you with help via our website, call center and email to solve any technical issues or problems. Professionals provide support in troubleshooting and general queries related to the Kamstrup system setup.

We are always ready to help you in the best way possible as we maintain a log of reported errors and provide information about updates via release notes. This means that we respond in relation to the agreed service level.

System and modules

READY hosted by Kamstrup

IT system and application services	Included	Add-on	Comment
IT system maintenance	X		Ongoing maintenance and upgrade of IT platform, OS and middleware.
Software update – patches and minor upgrades	X		Software updates (patches) are installed automatically. According to the Software Maintenance Agreement.
Software update – major releases	X		Software updates for major releases are installed automatically. According to the Software Maintenance Agreement.
Licence management	X		Licence management on all third-party licences used in the Kamstrup software.
Network management	X		Administration and network surveillance of components delivered by Kamstrup.
Backup	X		Full database backup is done daily and backups are stored for 30 days.
System integration	X		With a Kamstrup Hosted solution it is possible to enable integration through Kamstrup API Access (purchase required) to other systems in your system environment.
Storage management	X		Performance and capacity management of storage.

READY hosted by customer

IT system and application services	Included	Add-on	Comment
IT system maintenance	X		Ongoing maintenance and upgrade of IT platform, OS and middleware.
Software update - patches and minor upgrades	X		Customers are notified about available software updates (patches). According to the Software Maintenance Agreement.
Software update - major releases	X		Customers are notified about available software updates for major releases. According to the Software Maintenance Agreement.
Licence management	X		Licence management on all third-party licences used in the Kamstrup software.
Network management			
Backup			
System integration			
Storage management			

RASCI READy System Support

Service & Support	Included	Add-on	Comment
System support	X		Normal Kamstrup support opening hours and response time: Monday-Thursday 8-16 CET+1, Friday 8-14.30 CET+1.
Service desk	X		Access 24/7/365
Maintain log of reported errors	X		Kamstrup is responsible for logging reported errors.
Support in troubleshooting	X		Kamstrup provides answers related to the system.
Respond to agreed service levels	X		Kamstrup is responsible for responding to the agreed service levels as per below table.

Agreed service levels	Customer	Kamstrup	Notes
Level A – Critical error	I	A/R	An error that causes the system to stop and leads to a risk of data loss. Maximum time for initiating handling your request – 4 working hours.
Level B – Serious error	I	A/R	An error that causes functions which are important to the system and which are time-consuming or resource-intensive to bypass to stop working as intended. Maximum time for initiating handling your request – 8 working hours.
Level C – Non-serious error	I	A/R	An error that leads to non-critical functions not working correctly and which the user can bypass. Maximum time for initiating handling your request – 16 working hours.
Level D – Request for assistance	I	A/R	You request guidance in using the components delivered which is unrelated to errors. Maximum time for initiating handling your request – 16 working hours.

Description	Customer	Kamstrup	Notes
Description and documentation of changes	I	A/R	
Log-keeping of installed changes	I	A/R	
Provide access to customer IT infrastructure, meter data and software components	A/R	I/S	In order for Kamstrup to perform work remotely
Installation of new software modules	I	A/R	Performed upon prior agreement with the customer
Installation of required updates	I	A/R	Customer is informed via release notes
Third-party licences and permissions	A/R	I/S	If work is required on customer IT infrastructure
All communication and operating costs associated with the system	A/R	I	Own IT, internet, telecommunication and subscriptions
Work and changes on meters, routers, concentrators and GSM installations	A/R	S	Customer is responsible for carrying out the work and changes. Work on consumer location is carried out by Customer
Direct or indirect errors caused by third party or customer	A/R	I	Kamstrup has the right to invoice for the additional time and cost spent

RASCI Responsibility Matrix

What is RASCI Responsibility Matrix?

RASCI Responsibility Matrix is one of the methods used to assign and display responsibilities of individuals or jobs in a task (project, service or process) in the organisation.

RASCI (sometimes RASIC) is an acronym from the initial letters of words:

R	Responsible – who is responsible for carrying out the entrusted task?
A	Accountable (also Approver) – who is responsible for the whole task and who is responsible for what has been done?
S	Support – who provides support during the implementation of the activity/process/service?
C	Consulted – who can provide valuable advice or consultation for the task?
I	Informed – who should be informed about the task progress or the decisions in the task?

How to use RASCI Matrix in practice and what is it for?

RASCI Matrix is used for the allocation and assignment of responsibilities to the team members in projects, processes or their parts. Use the letters R A S C I in the matrix in order to describe level of responsibility. There is a rule applied that the overall responsibility (A – Accountability) has the only one person. The people involved (R – Responsibility) should be adequate to the task. The method RASCI is a simple form of competence model and expansion of RACI matrix by people that support the execution of their mission.