



Incidents Trial Service

With Incidents Trial Service, you get the ideal support throughout your trial period for the Incidents module – before, during and after you start using it. We set everything up, make you familiar with the tool and follow up regularly.

This gives you the best possible conditions to quickly achieve a high success rate working with efficient event management.

Who is this for?

The Incidents Trial Service is for you who want support during your Incidents trial to ensure that you get off to a flying start with managing the different digital events in your distribution network in a more efficient way. We recommend this service together with the Incidents Trial for you to get the most out of your trial period.

What is in it for you?

- **Less hassle**
We handle setup and configuration so that the Incidents module is ready for you to use. In other words, you can skip the hassle and jump right in.
- **A good head start**
We give you a walk-through of Incidents to make sure that you become familiar with the tool and have the right foundation to start prioritising and managing events more efficiently.
- **Follow-up to ensure success**
During the trial period, we will do monthly follow-ups with you to check up on your experience and success rate with Incidents. And you can, of course, also reach out to us if you have any questions or issues with the tool.



Heat



Cooling



Water



Electricity



kamstrup



What do you get?

One of our product specialists takes care of the setup and configuration of the Incidents module via a remote connection. This includes providing access to the right users, activating your subscription as well as testing and verifying that everything works properly.

You get a full walk-through of your new tool to get familiar with its different features and user interface so that you are all set to start working more efficiently with event management.

Follow-up and support

We set up monthly follow-up meetings between you and one of our dedicated product specialists. This allows us to check in with you to ensure that things are running smoothly and help you optimise your efforts in the Incidents module.

You can also reach us through the Kamstrup service desk via web, email and phone to get help with any issues or questions you may have related to the tool.

The Incidents Trial service is available throughout your 90-day trial period. Depending on your needs, both the trial period and trial service period can be extended upon request.

Ask your Kamstrup contact for more information.



Looking for more?

With our add-on services, you can customise your Trial Service to give you just what you need.

These services include:

- **Pipeline integration**
- **Dedicated help** for a specific task or project
- ...and much more

Ask your Kamstrup contact for details.