



# System Support OMNIA<sup>®</sup>

With System Support, you get fast and effective support for your Kamstrup meter reading system whether it is hosted locally at your premises or hosted by Kamstrup.

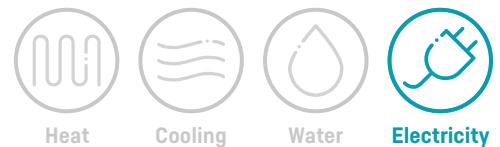
We take care of software updates – this is no longer your task or responsibility. And you get access to our online customer portal.

## Who is this for?

System Support is for you who want to know exactly where to get the right help, when the need arises and who would like someone else to take responsibility for system update.

## What is in it for you?

- **Direct access to specialists**  
Our support team is ready to help you via our call centre and online service desk. Here, our many years of experience and expertise are available to you when you need it.
- **Always updated software**  
We are responsible for software updates according to licence agreements. You avoid any hassle and never have to wonder whether your system is updated or causes unnecessary issues.
- **Preparedness in emergency situations**  
In the event of operational failure or other critical situations, we help you minimise the consequences and normalise operations as quickly as possible.
- **Online self-service help – 24/7**  
Our online FAQ allows you to browse through answers to the most common questions and issues and our video tutorials provide easy-to-follow guides.



**kamstrup**



## What do you get?

### Service desk

You can access our service desk via web, email and phone to get help with technical issues or assistance related to your Kamstrup system. All service requests are logged so that you always have a full overview of your own requests in our online customer portal.

Our targeted response times range from 4 to 16 working hours depending on the urgency of your request.

### System updates and maintenance

We maintain your Kamstrup software. This means implementation of patches and updates according to licence agreements in OMNIA®.

We perform updates directly in your IT infrastructure via a secure remote connection.

Should you need additional support, for example for the installation of new software modules, or on-site assistance, this can be acquired upon request. Ask your Kamstrup contact for more information.

## Standard opening hours for support:

**Monday - Thursday: 8.00 – 16.00**  
**Friday: 8.00 – 14.30 (CET+1)**

We always aim to offer first-line support in your local language, but depending on the nature of your request, you may receive specialist assistance in English.

Upon request, our opening hours and response time can be adjusted to meet your individual needs.



## Looking for more?

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

These services include:

- **Targeted training courses**
- **Dedicated help** for a specific task or project
- **Extended opening hours**
- ...and much more

Ask your Kamstrup contact for details.