



# Software-as-a-Service (SaaS) for Submetering

Kamstrup's SaaS solution allows you, as a Kamstrup partner, to invest in a single solution to manage meter readings from all your customers, instead of having individual systems for each customer. You get all the benefits of a Kamstrup meter reading software solution without having to invest in the actual software or servers for the hosting of data. We host your data and the software on our servers and you are thereby relieved from the investment costs of both software, servers and extra IT-staff. You can relax knowing that our software and servers are always kept up-to-date and running at high performance, security and accessibility levels.

## Who is this for?

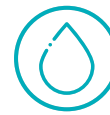
Software-as-a-Service is a concept developed for Kamstrup Submetering partners who wish to have access to a high-quality meter reading system with the purpose of providing Submetering customers with meter data.



Heat



Cooling



Water



Electricity

## What is in it for you?

- **No upfront investment**

You get all the benefits of a Kamstrup meter reading solution without having to invest in either software, servers or IT-staff.

- **Easy meter data collection**

With access to a Kamstrup meter reading system, the collection of meter reading data is made easy. We constantly improve our software including new features and functions. With Software-as-a-Service, we install updates automatically so that your meter reading system is always up-to-date.

- **We keep your data secure**

We ensure that the Kamstrup system is safe from IT security threats and that your customers' data is made available in compliance with GDPR regulations. The meter data is stored securely in our systems and you avoid having to worry about data protection, backup, fallback solutions or restoring of data.



**kamstrup**



## What do you get?

### Access to a high-performing meter reading system

You are provided with access to our meter reading software, READy, which offers a multitude of features such as visualization of meters and reading data, alarm notifications of leaks or bursts, data export with high flexibility for customizing exports to meet individual customer needs and more.

### System updates and maintenance

We maintain the READy software and hosting environment. This means automatic implementation of updates to the READy software as well as major releases with new features and functions. We continuously monitor and upgrade the hosting environment, both in terms of availability of data, security, backup and recovery options. This enables us to provide you with high security and stable performance.

### System support

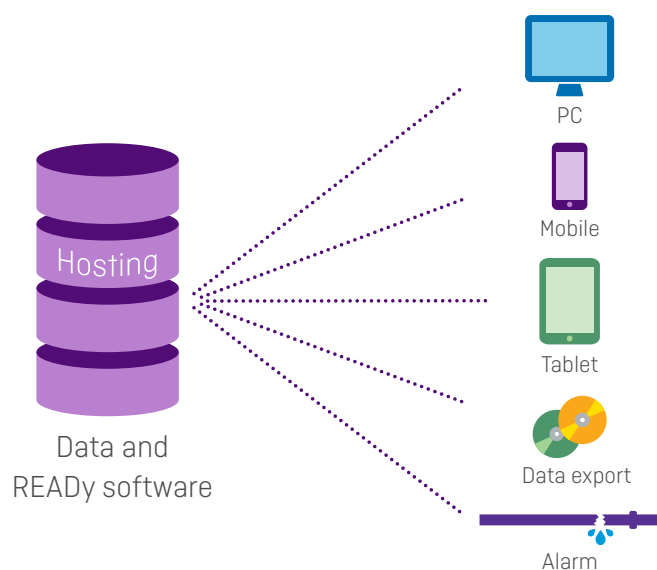
You can access our service desk via web, email and phone to get help with technical issues or assistance related to the READy software. All service requests are logged so that you always have a full overview of your own requests in our online customer portal.

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.

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

## Standard opening hours for support:

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



## Looking for more?

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

These include:

- **Targeted training courses** in your solutions
- **Dedicated help** for a specific task or project
- ...and much more

Ask your Kamstrup contact for details.