



# System Hosting OMNIA<sup>®</sup>

With System Hosting, we take care of your software, IT platform and data. We make sure that both the OMNIA<sup>®</sup> Suite and the IT platform are always up-to-date and running at the highest performance and accessibility.

We configure, install, maintain, update and secure your OMNIA<sup>®</sup> Suite and metering data while also taking care of the investments, operations and maintenance of the IT platform. This means that you get the maximal performance for minimal effort.

## Who is this for?

System Hosting is for you who do not want to spend time, money and effort maintaining and running software and IT platforms but instead focus on running your business. You prefer an easy and all-inclusive package, including professional customer support that takes care of your system and that you can call if you have questions or need help. Kamstrup System Hosting provides all the advantages. It's hassle-free IT.

## What is in it for you?

- **Secure software with the latest features**

We constantly improve our software, not only by upgrading with small changes, but by delivering new features and functions. With Kamstrup System Hosting, we install updates, always at your convenience.

- **Optimal server performance**

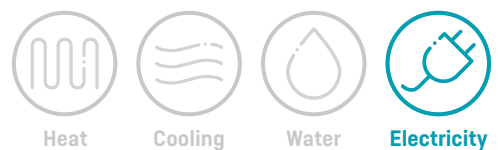
We take care of the investment needed in acquiring, maintaining and upgrading the IT platform consisting of servers, licences, storage, etc. All you must do is use the OMNIA<sup>®</sup> Suite for your daily business.

- **We keep the system secure**

We make sure that the Kamstrup system is safe from IT security threats. This protects you and your customers' data in our systems.

- **Monitored and backed up... just in case**

We continuously monitor and back up your system to make sure that in the event of a breakdown, we can restore your data and minimise the consequences for you and normalise operations as fast as possible.



**kamstrup**



## What do you get?

### System Hosting and Application Management

You get the complete package needed to run the business: the OMNIA® Suite, IT platform and hosting of your data. This means that we take care of the software and complete hardware infrastructure, including security, backup, recovery of data, access management and even GDPR compliance. We call it hassle-free IT.

### Updates and maintenance

We maintain your Kamstrup software and hardware. This means installation of minor updates to the OMNIA® Suite as well as major releases with new features and functions. We install them on your servers automatically or at your convenience. Our aim is to make life as easy for you as possible.

We continuously monitor and upgrade our IT platform to be state-of-the-art, both in terms of availability of data, security, backup and recovery options. This enables us to provide you with higher security and stable performance.

As a result, we can offer a Service Level Agreement (SLA) on availability of the servers and/or uptime on the data collection system – all tailored to your needs.

## 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 System Hosting solution to give you just what you need.

These services include:

- **System Operation** to conduct daily system operation
- **Network maintenance** for correction in the field
- **Dedicated help** for a specific task or project
- **Extended opening hours**
- **24/7 emergency phone**
- ...and much more

Ask your Kamstrup contact for details.