



System Operation OMNIA[®]

With System Operation, we operate your entire meter reading system and enable you to focus fully on your core business and your customers. We take care of the rest.

We handle everything from collecting the data from the installed meters, validating the integrity of the data to preparing it for export to your billing system. Additionally, we also manage meter replacements and monitor and maintain a high meter reading performance of and accessibility to the data collection system OMNIA[®].

Who is this for?

System Operations is for you who do not want to spend time and money on operating the data collection system, network and everything around it. It allows you to spend more time focusing on your customers. We take care of the rest.



Heat



Cooling



Water



Electricity

What is in it for you?

- **Efficient use of resources**

By letting us operate your meter reading system, you leave the operation to a specialist rather than investing in IT equipment and tying up personnel resources for this task.

- **Less responsibility and hassle**

We are responsible for software updates, firmware maintenance and hosting. You avoid any hassle and never have to wonder if your system is updated or if your meter data is backed up.

- **Quick detection of errors**

You receive regular operations reports from us with information on the number of meters read, fault notifications, etc. This means that errors and irregularities can be rectified quickly.



kamstrup



What do you get?

Data collection and export

We are responsible for collecting data from your meters. This includes validating if the data is complete as well as preparing it for export to your billing system and ensuring that it is available for analysis.

Performance monitoring

We monitor the performance of the data collection from your meters to your OMNIA® system. To ensure a high performance, we provide you with reports on and action lists of meters and network components that need your attention to either repair or prevent incidents.

Network and system maintenance

We manage the meter reading system and network components in OMNIA® and update the system whenever there are new, deleted or changed components in the existing meter population.

And when system software or firmware updates are available, we install and verify the updates to ensure a high operational system performance.

System support and hosting

With System Operation, hosting and support are included. This means that we take care of things like server operation, data backup and IT security. And if you need help related to your Kamstrup system, you have easy access to our service desk via web, email and phone.

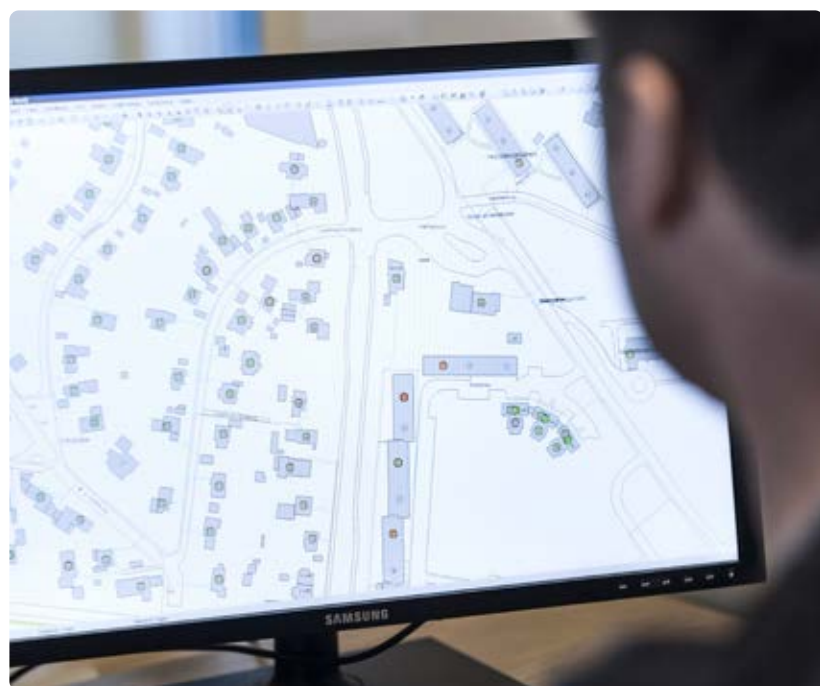
Standard opening hours for support:

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 Operation solution to give you just what you need.

These services include:

- **Network maintenance** for correction in the field for network
- **Replacement of meters** for managing and replacing meters
- **Dedicated help** for a specific task or project
- **System integration** for seamless data integration
- ...and much more

Ask your Kamstrup contact for details.