



# System Hosting READYy

With System Hosting, we take care of your software, IT-platform and data. We make sure that both the READY software and servers always are up to date and running at the highest performance and accessibility to you.

We configure, install, maintain, update and secure your READY software & metering data while also taking care of the investments, operations and maintenance of the IT-platform required. This means that you get the maximum performance for a minimal effort.

## What is in it for you?

- **Secure software with the latest features**  
We constantly improve our software, not only upgrading with small changes, but delivering new features and functions. With Kamstrup System Hosting we install updates automatically or at your convenience.
- **Optimal server performance**  
We take care of the investment needed in acquiring, maintaining and upgrading the servers, licences, storage etc. All you must do is use the READY software for your daily business.
- **We keep the system secure**  
We make sure the Kamstrup system is safe from IT-security threats. This protects you and your customers' data in our systems
- **Monitored & Backed-Up**  
We continuously monitor and back-up your system to make sure that in the event of a breakdown, we can restore your data and minimize the consequences for you and normalize operations as fast as possible.

## Who is this for?

System Hosting saves you from having to spend time and money on establishing and maintaining the software and IT-platform/servers needed for hosting your READY system, but instead allows you to focus on running your business. You get an easy and all-inclusive solution including our professional customer support that takes care of your system and that you can call if you have question or need help.

System Hosting provides all the advantages - it's hassle free IT.



**kamstrup**



## What do you get?

### System Hosting & Application Management

You get the complete package needed to run your business; The READY software, IT-equipment & hosting of your data. We take care of the software and hardware, including security, back-up, recovery of data, access management and even GDPR compliance. We call it hassle free IT.

### Updates and Maintenance

We maintain your Kamstrup software as well as hardware.

This means automatic implementation of minor updates to the READY software 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 hardware to be state-of-the-art, in both terms of availability of data, but also security, back-up and recovery options. This enables us to provide you with higher security and stable performance. When updates are made to the Kamstrup hardware, notifications will be sent and it is the responsibility of you and/or your customers to update your systems based on Kamstrup updates.

As a result we can offer a Service Level Agreement (SLA) on availability on the servers and/or up-time on data collection system – all tailor made to serve your needs.

## Standard opening hours for support:

Monday - Friday: 8:00am - 4:00pm EST

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



## Looking for more?

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

They 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 more

Ask your Kamstrup contact for details.