

Data sheet

REAdy System Hosting

- Maintain software with the latest features
- Optimal IT platform performance
- High level of IT security
- System and platform monitored and backed up
- Low risk and fast deployment of solution
- Selected add-ons available to accommodate additional needs
- Freedom to focus on your core business
- Clear cost picture and low CAPEX
- Access to Kamstrup expertise



Description

With READY System Hosting, Kamstrup takes care of your READY software, IT platform and data. We make sure that both the READY 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 READY Manager and metering data while also taking care of the investments, operations and maintenance of the IT platform. This means that you get maximum performance for minimal effort.

If you have changes to your system or requirements, READY System Hosting supports this with scalable and flexible solutions that can be adapted to changes.

System and modules

Content and Modules	Included	Add-on	Comment
READY Manager	x		Meter management system for READY solution Yearly Software Licence priced separately
2 named users	x		Additional users can be offered at separate price
Additional users		x	Possibility to add additional users of READY
Data storage	x		Included storage of hourly readings for 13 months, daily readings for 5 years and monthly readings for 10 years. The storage duration can be changed on request
Data exchange with e.g. billing system via export formats	x		Standard export formats supported
CIS data import to READY Manager	x		Possible to import customer information
Automatic export jobs	x		Possibility to set up automatic export jobs
API Access		x	Flexible access to data, including third-party systems
Meter Exchange		x	Possibility to handle meter exchanges in READY
Meter Reading Import		x	Import of meter readings into READY Manager via a secured FTP server, e.g. heat meters read via electricity meter reading system
Mixed Infrastructure		x	For Drive-by solutions Possibility for support for a limited number of READY concentrators, 2G/4G modules and READY 4G bridges
Non-standard Export Formats		x	Tailored export of data from READY
Notifications		x	Automatic notification (email and SMS) of important meter events that appear in the supply network
Priority Meters		x	Only available for Fixed Network solutions. Up to 50 user-defined meters or sensors can be read in a 5-minute interval
Radio Mesh		x	Possibility of reading an existing Radio Mesh network in READY Only available for READY HCW licences

IT system and application services	Included	Add-on	Comment
IT system maintenance	x		Ongoing maintenance and upgrade of IT platform, OS and middle-ware
Licence management	x		Licence management on all third-party licences
Capacity management	x		Maintain capacity on IT platform
Backup	x		Full database backup is done daily and backups are stored for 30 days
Database administration	x		Administration and maintenance of READy-related database
Storage management	x		Performance and capacity management of storage
Network management	x		Administration and network surveillance
Software update – patches and minor upgrades	x		Software updates (patches, releases) scheduled and managed by Kamstrup Accordingly to Kamstrup licence and Yearly Software Licence terms
Software update – major releases	x		Software updates for major releases scheduled and managed by Kamstrup Accordingly to Kamstrup licence and Yearly Software Licence terms
Changes and requests		x	Request for changes to existing system set-up. Prices separately
System integration		x	Set-up and maintenance of integrations. Prices separately

Security	Included	Add-on	Comment
User administration: Roles, rights and sign-on	x		User administration for optimal security
Security – GDPR compliant	x		Data is stored in compliance with GDPR legislation
Security: Firewalls, antimalware systems, encryption	x		Firewalls, antimalware systems and encryption for data protection
ISO27001 certified environment	x		Data is stored in ISO27001 certified environment

IT Management Processes	Included	Add-on	Comment
ITIL-based processes	x		ITIL-based processes used for best practice
Escalation procedures	x		Escalation procedures are in place for incident management in accordance with ISO 27001

Service level Agreements	Included	Add-on	Comment
Application availability of 98 %	x		Hosting by Kamstrup Standard availability of 98 % excluding planned downtime
Recovery <= 24 working hours	x		In the event of a server breakdown, the system is restored within 24 working hours within normal working hours. Structured Disaster Recovery exercises are performed on backup servers according to ISO 27001 regulations

Service & support	Included	Add-on	Comment
Service Desk	x		Access 24/7/365
On duty 24/7 call for IT system		x	Can be added for additional costs
System Support	x		Normal Kamstrup Support opening hours and response time Monday-Thursday 8-16 CET+1, Friday 8-14.30 CET+1

RASCI model for READy System Hosting

Description	Customer	Kamstrup	Notes
Installation of required updates	I	A/R	Customer is informed via release notes
Description and documentation of changes	I	A/R	
Log-keeping of installed changes	I	A/R	
Installation of new software modules	I	A/R	Is performed upon prior agreement with the customer
Maintenance of customer infrastructure and network	A/R	I	
Reporting		A	
Testing of new releases and patches		A	
Performance monitoring		A/R	
Change management		A/R	
Backup management		R	Backup of the customer's operating systems
Antivirus and antispam management	I	R	Kamstrup scans for virus and spam
Data centre		R	
Patch management		R	With focus on security updates for operating systems
Initial set-up of firewall for OS operation	S	R	
Customer changes to firewall	A/R	C	
Troubleshooting when customer changed firewall rules	A/R	C	
Network management		R	Kamstrup only sets up necessary firewall rules for the basic operation of servers and services
Use of READy Manager	A/R		
Meter updates in READy Manager	A/R		With new meters or meter replacements

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