



# Application Management OMNIA<sup>®</sup> Suite

With Application Management, you get all the benefits from the OMNIA<sup>®</sup> Suite on an IT infrastructure that you manage. We will install and set up OMNIA<sup>®</sup> Suite and make sure that it is updated and maintained for stable performance.

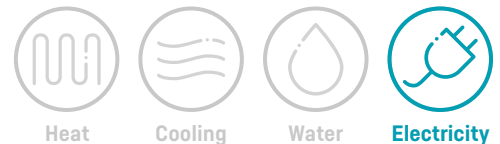
To make sure that everything is running smoothly, we will guide you on how to carry out monitoring, maintenance and backup.

## Who is this for?

This is for you who want to host OMNIA<sup>®</sup> Suite at your premises or at a selected hosting centre, Kamstrup Application Management gives you the benefit of having experts manage OMNIA<sup>®</sup> Suite on your IT infrastructure.

## What is in it for you?

- **You are in control**  
We install OMNIA<sup>®</sup> Suite on your servers and ensure that it is running as intended. You have control over where and how you want your data stored.
- **We keep the software updated**  
We keep OMNIA<sup>®</sup> Suite updated to ensure that you can harvest the benefits from our software.
- **We ensure the performance**  
We monitor the performance of OMNIA<sup>®</sup> Suite and make the necessary corrections to ensure that OMNIA<sup>®</sup> Suite runs smoothly and delivers the expected value.
- **GDPR compliance**  
We ensure that your customers' data is safe and correctly stored in compliance with GDPR regulations.



**kamstrup**



## What do you get?

### Installation, configuration and updates of OMNIA® Suite

When choosing Application Management, we make sure that OMNIA® Suite is installed, configured and updated on your IT infrastructure, while you stay in control of where and how to store your data.

This means that when we start the installation or update, we start by reviewing your system to make sure that everything is ready. During the process, we can also help you with many customized services like migration or integration of data. After the installation or update process, we do the final configuration of the system in accordance with your specifications and needs.

We continuously monitor the performance of the application and initiate necessary corrective actions for stable operations.

### Guidance to monitoring and backup

To make sure that you get the best functioning system, we will help you through guides on how to do the best setup of:

- Monitoring of the OMNIA® Suite
- Backup of the OMNIA® Suite
- Capacity Management
- Active Directory integrations
- SQL server configurations.

Should you need additional support or on-site assistance, this can be acquired upon request. Ask your Kamstrup contact for more information.



## 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 Application Management solution to give you just what you need.

These services include:

- **System Hosting** for Kamstrup-managed IT platform
- **System Operation** to conduct daily system operation
- **Targeted training courses**
- **Dedicated help** for a specific task or project
- ...and much more

Ask your Kamstrup contact for details.