




System Operation

Data collection and stable operation



System Operation is a solution covering data collection performed by Kamstrup. The solution comprises support, data backup, updates of the operating system and Kamstrup software and hardware. Kamstrup send you To-Do lists (failed meters) for field repair and we follow up in co-operation with you.

System Operating	System Operation Net 	System Operation On Site 	System Operation Submetering 
System Support	✓	✓	
Backup of database files	✓		✓
Software updates	✓	✓	✓
Hosting of PcBase programs	(✓)		✓
Hosting of EMS10 programs	(✓)		
Hosting of Senea	(✓)		
Network monitoring	✓	✓	
Data collection	✓	✓	✓
To-Do lists	✓	✓	

Content of the agreement

- Kamstrup's data collection programs
- GSM, GPRS or TCP/IP connection to the meter base
- Data collection of hourly values, typically on a daily basis
- Data collection of counter values, typically on a monthly basis
- Optional reporting of time series for balancing accounts.
- Log of system adjustments
- Remote logon via VPN to server and remote desktop for utility access to Kamstrup software
- Network analysis and reporting of failed meters.
- Backup of all data every 24 hours
- All data is stored in a fireproof and data safe room
- The backup function is allocated in physically separated rooms
- Update, operation and maintenance of software and hardware
- Continuous virus monitoring of the system
- Minimum one replacement server for restoring reading systems in case of server breakdown
- Our IT department monitors and checks the servers 24 hours a day. In case of errors, an alarm call will be sent to the operating staff, who will then take the necessary steps to re-establish and secure the system operation
- IT certification according to ISO 2700. Kamstrup complies with internationally recognized operating procedures to ensure an optimal operation
- The use of recognized network components like Cisco or HP ensures high system uptimes.

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Service hours Monday – Thursday 8 a.m. – 3 p.m.
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