

Technical Operation



Full reliability of operation

Technical Operation is a solution where Kamstrup operates the IT part of the system, and a secure VPN connection via internet secures the utility access to the system.

The solution includes data backup, software updates of the operating system, Kamstrup Software and Hardware and general operating tasks handled by Kamstrup.

Technical Operation	PcBase HT	PcBase Net	EMS10 Net	Senea Net
System Support	✓	✓	✓	✓
Backup of database files	✓	✓	✓	✓
Software update	✓	✓	✓	✓
Hosting of PcBase, PcTerm, PcTermRoute	✓			
Hosting of PcBase, PcNet, PcTerm, AMR Manager		✓		
Hosting of EMS10, CDAPI, AMR Manager			✓	
Hosting of Senea				✓
IT network monitoring	✓	✓	✓	✓

Content of the agreement

- Kamstrup's data collection programs
- Backup of data every 24 hours. The back-up function is allocated in a physically separate room
- All data is stored in a fireproof and data secure room in a separate building
- Virus protection. Antivirus program constantly monitors the system for viruses
- Remote access. VPN connection to server, and Remote Desktop for customer access to Kamstrup software. One administrator access and one user access
- Operation and maintenance. Kamstrup is responsible for updating software and hardware
- In the event of server breakdown. Min. one substitute server for recreation of the reading system
- Operation surveillance. Kamstrup's IT department monitors and checks the servers 24 hours a day. In case of error, an alarm call will be sent to the operating staff, who will take the necessary steps to secure the operation of the system
- Securing operation. Kamstrup is IT certified according to the standard ISO27001 and thus comply with internationally recognized operating procedures to ensure optimal operation.

Support	Telephone	+45 89 93 11 10
	Mail	support.systems@kamstrup.com
Service hours	Monday – Thursday	8 a.m. – 3 p.m.
	Friday	8 a.m. – 12 noon

