

# Premium Support

Applying expertise, industry knowledge, and proven best practices to optimize your smart grid investments



## World-class support services to increase operational efficiency and ensure success

As your trusted partner, Landis+Gyr is completely committed to your success. Our goal is to build a long-term relationship with each of our customers, enabling us to apply our years of utility industry experience and solution expertise to optimize your implementation, whenever and wherever you need it.

Beginning at system acceptance, Premium Support provides a standard set of best-practice services for your Advanced Metering Infrastructure (AMI) and/or Meter Data Management System (MDMS) solutions. Premium Support services are customizable to meet your needs for a defined term as part of your business operations requirements. With Premium Support, your utility is assigned a designated expert, available from 7:00 a.m. - 7:00 p.m., who develops a deep knowledge of your systems and operational processes, supporting your specific solution with a focus on ongoing operations and consultation for maintenance. In this way, your designated Premium Support resource assists with analysis, reporting, and support of day-to-day tasks to improve operational efficiency.



With Premium Support, we coordinate issue resolution, system performance queries, after-hours maintenance support, and problem management, covering your:

- Head End System (HES) - Command Center
- HES Subsystem
- HES Infrastructure
- Field Area Network
- Meter Data Management System (MDMS)

Your Premium Support expert will also help you navigate ongoing developments in the Landis+Gyr solution set that may affect your implementation.



**EXTEND THE VALUE  
OF YOUR GRID  
INVESTMENTS**



**LOWER OPERATIONAL  
COSTS AND COST  
AVOIDANCE**



**IMPROVE SPEED  
TO MARKET**

# PREMIUM SUPPORT

## Premium Support includes:

- Designated technical expert(s)
- Performing initial troubleshooting with in-depth solution knowledge
- Performing initial risk assessment of solution when issues identified with adjacent systems
- Tracking of and routine updates on product issues/cases
- Assisting with configuration management and adjustments for refined business processes, new product releases, etc.
- Enhanced coordination and management of escalated issues with internal Landis+Gyr teams
- Recording and tracking the status of pending support issues/change requests
- Discount on purchase of additional Landis+Gyr service offerings\*
- Conducting regular operational review meetings with customer (including product roadmap discussions, release notes review, etc.)
- Support for planning of system enhancements, network/head end upgrades
- Customer-provided best practices (queries, processes, and procedures ) for your specific utility
- Assistance with firmware upgrades
- Leveraging lessons learned from other deployments to ensure smooth operations for your utility
- Monthly delivery of all updated/released Landis+Gyr documentation
- MDM System Health Check (if applicable) with a report of findings and recommended action

## Service expertise and solutions for the digitized utility industry

Landis+Gyr's comprehensive, integrated portfolio of services is designed to flexibly address evolving industry needs, as well as ensure maximum value from your technology investments. Our Professional Services portfolio provides services and expertise that:

- Extend the value of your grid investments
- Lower operational costs & cost avoidance
- Improve speed to market

### Professional Services

Implementation Services

Managed Services

Advanced Services

Within the Professional Services portfolio, Advanced Services provide unparalleled technical consulting and services to ensure reliability and performance of your operations. Advanced Services include Premium Support, Hyper Care Services, Network Monitoring, and Technology Consulting.

\*Contact your Landis+Gyr representative for more information

This information is provided on an "as is" basis and does not imply any kind of guarantee or warranty, express or implied. Changes may be made to this information.

## GET IN TOUCH

For more information and nationwide warranty terms, visit us at [landisgyr.com](http://landisgyr.com) or call at 888-390-5733.



## LET'S BUILD A BRIGHTER FUTURE TOGETHER

Since 1896, Landis+Gyr has been a global leader of energy management solutions. We've provided more than 3,500 utility companies all over the world with the broadest portfolio of products and services in the industry. With a worldwide team of 1,300+ engineers and research professionals, as well as an ISO certification for quality and environmental processes, we are committed to improving energy efficiency, streamlining operations, and improving customer service for utility providers.

[landisgyr.com](http://landisgyr.com)

© 2021 Landis+Gyr