



# Premium Support

Applying expertise, industry knowledge, and proven best practices to optimize your grid edge investment

## World-class technical support services to increase operational efficiency and optimize performance

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.

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.

Premium Support provides an experienced subject matter expert to deliver quality support for your specific solution with an ongoing focus on operations and consultation for maintenance. Premium Support enables operational efficiencies by providing assistance with environment monitoring, analysis, reporting, and support of day-to-day tasks, covering your:

- Head End System (HES) - Command Center / Emerge
- HES Subsystem
- HES Infrastructure
- Field Area Network (FAN)
- 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.

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## KEY BENEFITS OF PREMIUM SUPPORT

- Designated resource
  - Develops deep knowledge of your systems and processes to provide customer-specific expertise for incident management
  - Performs initial risk assessment when an issue is identified with adjacent systems
  - Provides tracking of and routine updates on product issues that may be relevant based on versions in use
- Proactively assists with configuration management and necessary adjustments for refined business processes, new product releases, etc.
- Priority communication channel
- Enhanced coordination and management of escalated issues with internal Landis+Gyr teams

## 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 and risks, avoid unexpected expense
- Improve speed to market

## Grid Edge to Enterprise Lifecycle Care and Operational Services

Within the Grid Edge to Enterprise Services portfolio, Landis+Gyr provides unrivaled expertise and experience to ensure predictable cost, reliable performance, and business continuity of your AMI investment. The Technical and Professional Services portfolio includes a full suite of lifecycle management services from deployment to operations, including Premium Support.

## Get in touch

For more information and nationwide warranty terms, visit us at [landisgyr.com](https://landisgyr.com) or call us 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.