



Cloud Services: Software as a Service



Complementing Utility Expertise with Subscription-Based Outsourcing

Overview

Providing customers with exceptional service and managing day-to-day business activities can leave utilities little time to focus on smart grid operations. Now you can alleviate the issue of where to dedicate valuable internal resources by leveraging the expertise of Landis+Gyr for your AMI, MDM and Grid Management requirements.

Our Software as a Service (SaaS) solutions, tailored to your IT infrastructure and application needs, deliver flexibility to streamline deployment and boost customer satisfaction—all while minimizing risk, improving your bottom line and ensuring a future ready system.

SaaS Cloud Services

With the comprehensive Landis+Gyr SaaS model, the software license and the associated support and maintenance, are all included in the subscription fee. You pay only for the software functionality you require. Landis+Gyr manages the

underlying solution IT infrastructure including network, servers, operating systems, databases, storage and individual application capabilities. And, software access is always at your disposal.

The Landis+Gyr delivery team consists of domain experts with more than 20 years of experience managing software environments for utilities. By leveraging Landis+Gyr's proven and best in class services offering, utilities can start realizing benefits quickly.



FEATURES & BENEFITS:

Why Landis+Gyr makes a difference.

- **Reduced Costs:**
Shift from Capex to Opex with Landis+Gyr management of IT infrastructure, software licensing and hardware refresh
- **Faster Stand-Up Time:**
Fit-for-purpose = quicker realization of benefits
- **Reduced Complexity:**
Focus on your core competency, not IT operational management
- **Financial Management:**
Strategic partnerships bring you pre-integrated cost-management solutions
- **Standards Compliance and Security:** Landis+Gyr is responsible for all data center environment security and compliance

Smart Grid Services: **Software as a Service**

As an alternative to a fully owned and operated model, Landis+Gyr Cloud offerings give you the flexibility to outsource portions of your system support and management to our subject matter experts.

	Description
Software & Software Support	Applications software including AMI head end, MDMS and Grid Management
Data Center	Data Center Hosting
System Resources	Hardware, System Software, Database and Middleware Licenses and Storage assets required to operate the system
Software Implementation	Initial installation and configuration of the software applications in our data center per utility preferences and Landis+Gyr best practices
IT Operations	Daily technical operations, including monitoring and managing processes and resources
IT Upgrades	Upgrade and maintenance of the IT infrastructure
Technical Support	Database administration and technical support services
Application Upgrades	Installation and testing of product upgrades; Landis+Gyr validation
Application Administration	Apply customer-selected configurations; maintain access rights per customer direction
Application Operations	Daily business operations of the application – monitoring jobs; reporting; coordination of issues resolution and maintenance scheduling
Designated Customer Liaison	Program Management oversight services: semi-annual program reviews, escalation as required
End User Training	Provided initially onsite for new users and new features delivered remotely
<i>Add-On Services</i>	
Disaster Recovery	Back-up system at our Disaster Recovery facility for failover



Streamlined Business Operations and Focus on Customer Satisfaction

Landis+Gyr and You: Working Together for Full Utility Optimization

- + Proven and Trusted Partner**
Utilities helped us define benchmarks and optimize the processes we use in our Services programs
- + Decades of hosting and AMI Experience and 100+ Years of Field Utility Services**
Team proficient in managing and streamlining for timely implementation and cost savings
- + Standards-Driven and Interoperable Solutions**
Reduce deployment risks and position for future integration requirements
- + Secure, State-of-the-Art Data Center**
Standards compliance SSAE16 and ISO 9001, 14001 and 18001. ITIL certified staff
- + Optimized Asset Life Cycle**
As technology evolves, we deliver solutions transition paths that leverage previous investments

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Landis+Gyr
manage energy better