System Health Check

Global Delivery Services

As an operator, system configuration, technical understanding, architecture optimization and streamlined processes are key to success. Ultimately, having these elements in place helps drive efficiency and improvements as well as a better understanding of the functionality needed to aid in day-to-day operations and future maintenance. Itron offers in-depth technical evaluation and consulting services for those considering not just system configuration and settings, but also how you and your utility are using the system day-to-day.

Known as a "system health check", this comprehensive approach provides recommendations for improvements.

Itron can help enhance user experience. We can identify any gaps and help define system operations processes and settings concerns as well as offer recommendations on reporting, database maintenance and data management. We base our evaluations on industry best practices while considering your unique system requirements and expected outcomes.

Key Benefits

- » Operate more efficiently
- » Reduce error rates by applying best-practices
- » Reduce operational costs
- » Improve efficiency and reliability of data collection
- » Unlock value of meter data
- » Improve decision making
- » Gain access to higher quality data
- » Understand the usability of interval data
- » Improve timeliness of data delivery
- » Improve customer service
- » Reduce billing errors
- » Improve quality of information
- » Improve customer perception

SERVICE

The system health check includes a written summary of all findings and recommendations. The evaluation is customized based on customer specific needs and requirements and can include all or some of the following to evaluate, identify and define:

» Overall application architecture and enabling process integration

» Recommended system settings

» Validation reporting and editing requirements and understanding

» Manual vs. automated operations

» Automation and managing cycles

» Day-to-day operations and understanding process reasoning

» Task list maintenance

» Step-by-step process evaluation (meter change out, new meter installation)

» Database maintenance (data archiving, log and reporting maintenance)

» Troubleshooting tips and the meaning of errors or failed tasks

» Current issues and concerns

» Current updates and knowledge base utilizing Itron Access

» Deeper understanding of the solution from an IT or administrator perspective

» Best practices daily, monthly, quarterly and yearly

Join us in creating a more **resourceful world**.
To learn more visit **itron.com**

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