

# Supplemental Services

Today's business environment requires efficient systems and operations to keep your organization running smoothly. Itron's Technical Support Services team has the knowledge and tools necessary to keep your staff trained on the latest technologies, help you improve operational efficiencies and derive more value from your business solutions.

Understanding that every customer is unique, our service approach is comprehensive and flexible based on year-to-year needs.

We provide result-based outcomes while providing access to Itron's most knowledgeable experts. Itron understands there are times when customers may require additional services that extend beyond standard maintenance agreements. Our technical experts are "at your service" to provide you the best solutions for your business needs.



## Two offerings:

**1** | **ENHANCED MAINTENANCE SERVICES:**  
Renewable and recurring services that can be added to the original maintenance agreement

**2** | **ADVANCED SERVICES:**  
Advanced Services is a one-time service or combination of services defined and delivered as a one-time project within a Statement of Work

### SERVICE OFFERINGS

- » Live Agent Web Chat with Technical Support Services Team
- » Solution Monitoring Services
- » Yearly Paid Registration to Itron Utility Week
- » Monthly Reporting Services
- » Dedicated Technical Support Phone Line with Priority Routing
- » Consulting for Remote and/or On-Site System Solutions
- » On-Site, web-based, or group training
- » Technical Assessment Consulting Team (TACT) and Health Check Services
- » Database administration, management and maintenance
- » Project and/or account management

### OUTCOMES

- » Streamline operations
- » Optimize processes and practices
- » Ensure your network system is installed, upgraded and tested for top performance
- » Gain confidence in system functionality and sharpen operator skills and aptitude
- » Optimize processes and practices
- » Reduce waste, maximize efficiencies and lower costs
- » Leverage advanced capabilities for improved results
- » Flexible services to meet changing needs year after year
- » Augment staff during vacations, medical leaves and unexpected resignations

### FOR MORE INFORMATION, PLEASE CONTACT:

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Join us in creating a more **resourceful world**.  
To learn more visit [itron.com](http://itron.com)

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