Itron Global
Managed Services

HOW ITRON HELPS OPTIMIZE YOUR OPERATIONS

Today, utilities are looking to digital technology to help control costs, improve customer service and optimize workloads. It can be a challenge to handle the flood of AMI data generated by meters—you might have thousands of transactions per second comprised of countless terabytes of data entering your systems, but leveraging that data and turning it into actionable insights is critical. How can AMI data be managed while simultaneously minimizing the complexity of your operations?

Itron has an unequaled track record of success in delivering smart metering and smart city solutions. As the industry leader, we host and provide cloud-based operations and services for more than 1,000 utilities throughout the world—enabling organizations like yours to achieve valuable insights and operational success.

A fully supported managed services model allows your resources to focus on the critical issues that drive your business while Itron keeps your technology solutions current, optimized for performance and efficiently maintained. This allows you to maximize the value from your key applications. Through a managed services model that utilizes a secure, cost-effective and scalable cloud platform, we'll gather, host and analyze your field network data—and then leverage it to help you make the most of your investment.

Itron Managed Services supports a variety of advanced capabilities including AMI meter data collection, analytics, meter data management, customer care, web presentment, network and endpoint management, workforce management, and load management programs.

Types of Managed Services

Service Catalog	Hosted Application Services	Managed Services
Infrastructure management	Itron	Itron
Infrastructure ownership	Itron	Customer
Application Uptime SLA	Yes	Yes
File Delivery SLA	Yes	Yes
Read Rate SLA	No	Yes
Field Network Management	No	Optional
Field Endpoin Management	No	Optional

Hosted Application Services

Our Hosted Application Services delivery model provides you with access to Itron's suite of applications while Itron manages and controls the underlying cloud infrastructure, including redundant network connections, servers, operating systems and storage. You retain operational responsibilities for your application/solution services and configuration settings, allowing you to achieve desired outcomes and benefits without having to invest in costly IT resources.

Under this offering, Itron performs server and database administration, provides secure network connectivity, as well as monitoring and alerting for incidents on an Itron-hosted back office. Critically, service-level agreements (SLAs) are provided for application availability, file delivery and endpoint read rates. Itron provides the IT expertise allowing you to focus on your core business.

Managed Services

In the Managed Services delivery model, we manage your hosted IT infrastructure and operate your system. Specifically, we provide all services described in the Hosted Application Services delivery model and have operational responsibility for some or all the back-office application/solution services and configuration settings. This delivery model allows your resources to focus on operations while we keep your technology current, therefore enabling you to derive more value from your applications.

Under this offering, Itron performs management of the hosting infrastructure, whether it is in your data center or in your public cloud tenant. Itron will perform, server and database administration, maintain secure network infrastructure and support all application upgrades for the applications. This service includes remote management of the network, firmware management and read rate optimization. The SLAs provided include application uptime, file delivery and read rate performance, along with timely response to four levels of severity issues.

As a part of this delivery model, hardware (servers, routers, racks, etc.) to host the applications can be provided in one of three models:

» Customer provided public cloud such as (e.g. Microsoft Azure[1])

» Private cloud such as commercial datacenters

» On premise with Itron-specified Managed Appliance[2]

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[1] Timing of public cloud is dependent on software application availability for public cloud deployment—typically some development is required to enable public cloud support.

[2] A Managed Appliance server rack(s) and router hardware to be placed in your datacenter, connected via VPN to the Itron Global Managed Services team for sole operation and management of the infrastructure and applications.

Optional Field Services

Itron has optional services that our Global Delivery Services team offers:

» **Device Management:** Itron on-site services team is responsible for monitoring and analyzing missed reads and device communication. This includes an option for Itron field investigation of non-responsive endpoint devices reported by the collection system or dispatched by work orders to utility systems. SLAs are provided for meter read rates.

» **Network Management:** Itron services team provides back-office, system-based investigation of non-communicating network devices with a work order ticket if field investigation is required. This includes an option for Itron field investigation of a non-responsive network and devices reported by the collection system or dispatched by work orders. SLAs are provided for device availability and notification of non-communicating devices.

Security

Under all models, Itron ensures high levels of security and redundancy across its operations for both the physical and electronic network infrastructure. The network is designed to ensure the availability, integrity and confidentiality of your data. Security features are designed to deter, detect and deny access to unauthorized parties.

Managed Services Benefits

» Flexible infrastructure model to reduce capital expenses to achieve a lower total cost of ownership

» Predict and control costs more efficiently

» Deploy solutions rapidly and accelerate benefit realization

» Scale immediately to match business needs and reduce deployment costs

» Reduce IT burden on existing staff by minimizing overhead and training costs

» Receive operational support from dedicated, experienced subject matter experts

» Maintain operational effectiveness while focusing on core business objectives

» Proven communication backed by Service Level Agreements and 24x7 monitoring from Itron's Network Operations Centers

» Continuous access to the latest features via firmware and software updates

» Proven business benefits without requiring specialized networking knowledge

» Single point of contact for any issues or concerns

+285 million communication modules deployed

~4.7 million streetlights under management

8000+ customers in more than 100+ countries

+98 million endpoints under management

+14.4 million DI-enabled endpoints shipped

To learn more visit itron.com

We create a more resourceful world

Itron

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