



Enhanced Maintenance Services (EMS)

Supplemental Services

Renewable and recurring services that can be added to your maintenance contract.

Itron's Enhanced Maintenance Services (EMS) group provides a variety of product consulting, evaluation, training and system upgrade services which can be set up as renewable and recurring services that are added to your active maintenance agreement. Let us help you optimize system performance, bridge knowledge gaps through basic and advanced system training, identify process efficiencies and simplify day-to-day operations.

Upon approval of an Itron Enhanced Maintenance Services Statement of Work, an open entitlement for a service term of defined hours and/or fixed fee EMS offerings will be added to your annual maintenance coverage.

This open entitlement allows you to select the applicable EMS offerings that best fit your needs for that particular service year.

Itron will work with your operation team(s) to determine which EMS offerings are applicable based on your needs, type of product/solution you have under maintenance, system size and requirements.

SERVICE OFFERINGS

System Services (Remote and/or Onsite)

System upgrades, system testing, database administration, system performance evaluations and staff augmentation can be performed onsite or remotely.

Training Services

Formal classroom or informal instructor-led training, such as Basic Operations, Advanced/Administrator, IT Support, Train-the-Trainer or customized topics.

Technical Assessment Consulting Team (TACT)

In-depth system health check service and evaluation to determine and recommend improved system operations, settings, data management and best practices based on current processes, requirements and expectations.

Dedicated Technical Support Phone Line with Priority Routing

Customer is provided a PIN to access a dedicated phone line with priority routing to a technical support services representative through Itron's 800 number. Customer can opt to have a dedicated representative available during a major upgrade, change to their system or on a regular basis.

Live Agent Web Chat

Web-based live chat with an assigned Technical Support Services representative. Have a technical expert just a few key strokes away and get your questions answered in a quick and efficient manner.

Monthly Technical Support Services Reports

Customer is provided with monthly reports from Itron's Technical Support Services group that delivers data related to open/closed service requests, service request average days to close, read rates and many other data points.

Yearly Paid Registration to Itron Utility Week (IUW)

Itron Utility Week is held at a different location each year and is generally scheduled in October. With this offering, one customer resource may attend all IUW functions, keynote and general sessions, and one pre- or post-training class. Transportation costs are not included.

Staff Augmentation

When you have resources on vacation, medical leave or because of unexpected resignation, you can utilize your EMS hours by bringing an Itron resource in to temporarily backfill any staffing needs.

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
- » Reduce waste, maximize efficiencies and lower costs
- » Leverage advanced capabilities for improved results
- » Provide flexible services to meet changing needs year after year
- » Augment staff during vacations, medical leaves and unexpected resignations
- » Offer full spectrum of support services
- » Provide hassle-free, one yearly payment, paid up-front

FOR MORE INFORMATION, PLEASE CONTACT:

Itron Access: <https://access.itron.com>

Email: EMS-PCS@itron.com

Phone: (877) 487-6602



Join us in creating a more **resourceful world**.
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CORPORATE HQ

2111 North Molter Road
Liberty Lake, WA 99019 USA

Phone: 1.800.635.5461

Fax: 1.509.891.3355

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