

# EMERIS Net Manager (SaaS)

## Specification Sheet



### Software as a Service Offer (SaaS)

Emeris Net Manager is a complete remote monitoring solution for energy distribution providers. This advanced software platform enables companies to collect usage data from commercial, residential and industrial meters in large-scale networks. It also includes all the tools to manage these networks and data communications reliably over any distance.

To enable our customers to focus on their strengths, managing and distributing energy, rather than on technical back-office hardware and software configurations, Elster offers a hosted software service that makes it easier than ever to leverage the entire Emeris Net Manager Suite, including:

- Complete browser-based user interface for managing and interacting with Emeris devices deployed in fixed networks
- Automated command manager for sending commands/queries as well as interpreting results
- Interface daemon that interacts securely with your information system (importing devices, managing meter information, collecting data)
- Communication interface module for data links and synchronised network management

### Advantages of the SaaS solution

With Emeris Net Manager SaaS, this entire solution is accessible via HTTP, HTTPS, and VPN, in a completely hosted solution that eliminates all platform installation and maintenance tasks for you.

Instead of installing your own version of the software with a traditional software licence, you can choose Emeris Net Manager SaaS platform and benefit from:

### Immediate access

- Emeris Net Manager is ready to use. Start building and deploying your fixed network immediately
- Leverage architecture that optimises Emeris Net Manager use in distributed environments<sup>(1)</sup>
- Software is installed and maintained by experts

### Quality and availability of hosted services

- All applications are deployed on supervised servers at a secure and reliable data centre<sup>(2)</sup>
- Benefit from the latest features all the time
- Tight co-ordination between Elster and data centre staff for fast troubleshooting

### Reduced, carefully controlled costs

- Monthly subscription fee based on contract duration
- No server-related purchase or maintenance costs
- No third-party software licences required (Microsoft® Windows Server, Oracle® Server).
- No costs incurred for Emeris Net Manager updates



## Emeris Net Manager SaaS options

### Specification:

With the SaaS option, Elster provides three different access levels to the Emeris Net Manager platform in order to best meet your needs. Contracts for Emeris Net Manager SaaS solution are available for duration of 6, 12, 24, 36 and 48 months.

### Bronze level

This service satisfies the needs of pilot sites and smaller networked sites that only require a minimum level of service, with the convenience of Emeris Net Manager via the Internet.

Functional scope

- Access to Emeris Net Manager applications via the Web
- Up to 5,000 end points to manage in a fixed network Architecture
- Shared servers and bandwidth
- Daily data back-up
- 99% availability over 12 months<sup>(3)</sup>

Support

- Technical Support available from 8:00 am – 7:00 pm CET during the regular working week, in French and English
- Response time within 12 hours for hardware issues

### Silver level

This service is adapted to small-scale networks (up to 5,000 end points) requiring a high level of service, with the convenience of Emeris Net Manager via the Internet.

Functional scope

- Access to Emeris Net Manager applications via the Web
- Access to archived SQL databases via a secure Web interface
- Up to 5,000 end points to manage in a fixed network Architecture
- Dedicated servers and bandwidth
- Daily data back-up
- 99.9% availability over 12 months<sup>(3)</sup>

Support

- Technical Support available from 8:00 am – 7:00 pm CET during the regular working week in French and English.
- Response time within 8 hours for hardware issues

### Gold level

This service is adapted to small-scale networks (up to 5,000 end points) requiring a high level of service, with the convenience of Emeris Net Manager via the Internet.

Functional scope

- Access to Emeris Net Manager applications via the Web
- Access to archived SQL databases via a secure Web interface
- Up to 5,000 end-points to manage in a fixed network Architecture
- Dedicated servers and bandwidth
- Daily data back-up
- 99.9% availability over 12 months<sup>(3)</sup>

Support

- Technical Support available from 8:00 am – 7:00 pm CET during the regular working week in French and English
- Response time within 8 hours for hardware issues

(1) This hosting service is provided via a Elster IP address. Elster does not manage the clients DNS.

(2) The Emeris Net Manager SaaS service only handles back-end platform features related to software and communications operations. The client is responsible for fixed network management.

(3) This percentage is based on platform availability outside planned maintenance interruptions defined upon platform initialisation.

Elster Metering Limited  
130 Camford Way  
Sundon Park  
Luton  
Bedfordshire  
LU3 3AN  
United Kingdom  
T: +44 (0)1582 846400  
F: +44 (0)1582 564728  
water.metering@gb.elster.com

[www.elstermetering.com](http://www.elstermetering.com)

