



**Itron**

# **Itron® Total AMI**

Services: Simple. Flexible. Scalable.

## THE ITRON TOTAL EXPERIENCE IN ONE CONVENIENT PACKAGE

Itron Total AMI includes Itron's proven AMI solution - installed, operated and managed by Itron professionals. Itron Total AMI offers utilities guaranteed data collection, improved utility operations and robust system- and data-level security for a predictable monthly fee. From our Software-as-a-Service (SaaS) offering through to a fully Managed Service solution, Itron Total AMI frees utility personnel to focus on more pressing business needs.

The Itron Total AMI solution facilitates flexible data collection options, seamless migration and rich feature sets. It allows you to measure, collect and analyze usage at the customer level, district level and system level. With Itron Total AMI's advanced functionality options, you can enhance the solution with the addition of analytics, field deployment and consumer engagement to maximize customer service, conservation support, advanced operational analysis, reporting and improved revenue vigilance.



## CORE PACKAGE

- » Itron-hosted and maintained software application environment, including data-centre network and infrastructure
- » All necessary software licenses and scalable, fault-tolerant IT hardware
- » High-availability service with 24x7 monitoring, data backups and disaster recovery
- » ISO accredited core services and data-centres
- » Committed service level agreements
- » Easy to use web-interface providing data visibility and basic, intuitive AMI use-case requests
- » Future-proof solution with managed updates installed as they become available
- » Standard customer billing interface
- » Option for full Managed Services to include all daily operations, with assured data delivery guarantees and operational Key Performance Indicators (KPIs)
- » High speed-of-value subscription model, flexible to include additional advanced functionality at any time



### **ADDITIONAL ADVANCED FUNCTIONALITY**

Based upon your business needs and Itron Total Services subscription, additional advanced functionality may be available to extend and enhance the value of your smart metering solutions. Choose from an increasing selection of customer-focused options that can include:

#### **Analytics**

Itron Analytics is a powerful suite of software tools that turns metering-based data into actionable intelligence and business value. By utilizing Itron Analytics, users within the utility have access to business intelligence dashboards which enhance customer service, streamline utility operations and enable the more cost effective use of utility assets. Itron Analytics modules support improvements in many areas, including revenue cycle services, customer service, non-revenue water management, meter asset management, energy efficiency and conservation.

#### **Consumer Engagement**

Consumer understanding, involvement and participation are an important consideration for utilities to enable the successful implementation of consumer engagement programs. Itron solutions empower consumers to better understand and manage energy and water usage.

#### **Enhanced Security**

Itron maintains and continually enhances its security environment, from our accredited service processes through to the technology and communications solutions available. A diverse selection of security controls, including encryption algorithms and digital certificates are utilized to keep utility data safe, regardless of the number of endpoints under the network.

#### **Field Deployment**

Itron's metering installation solution leverages decades of Itron experience to deliver innovative management applications in support of smart metering installations and maintenance activities to ensure efficiency, quality and customer care during the installation process.

#### **Network Communications**

Depending on the communications technology in use, Itron can take full responsibility for the communication network while reducing the complexity and risk for the utility. With Itron Total Services, it is our desire to offer the most competitive benefits, communication technologies and M2M wireless carrier services in the utility industry. We can offer one solution, for one monthly price that will best meet the needs of your business

## TOTAL EASE

### Worry-Free Operations

Itron Total AMI customers subscribing to Managed Service operations can rest easy knowing accurate and reliable consumption and event data will be delivered in a timely manner. Rapid deployment and accelerated benefit realization will help utilities to better manage business processes by reducing the burden of day-to-day management tasks and allowing for increased strategic focus on core service and expertise.

## TOTAL SOLUTIONS

### Core and More

It's simple. Itron Total AMI wraps the network infrastructure, system operation and data delivery into a customized solution, then bundles it into a fixed monthly cost model that allows you to minimize operating expense and risk while using meter data to improve the operational efficiency of your utility.

## TOTAL CONFIDENCE

### The Ones You Can Trust

How did Itron get to be a leader in the industry? By proving to our customers, again and again, that Itron can be trusted for the highest quality and most reliable solutions and services. Whether your utility is large or small, electricity, gas, water or a combination of those, looking for surgical deployments or system-wide deployment—you can turn to Itron with confidence to transform your utility with our advanced AMI solutions. Itron has the expertise, the skill and the options you need for the ultimate in worry-free utility systems.



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

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