Software as a Service

Where every dollar invested makes more cents.

Our Software as a Service (SaaS) offer provides all the benefits of a Sensus communications network by placing the RNI (Regional Network Interface) in your own private cloud-based solution. When you move to a SaaS model, we provide all of the hardware and software required to operate the RNI through our world-class data centers[1]. There is no need for additional capital expenditures such as IT, additional office space and specialized resources. You can achieve the business outcomes you require, with the lowest total cost of ownership and complete peace-of-mind.

We monitor your servers and network connections around the clock to ensure high availability and reliability. Our data center team performs all hardware maintenance as well as software patches, updates, and upgrades to ensure you have access to the latest features. In addition to standard security testing procedures, we perform quarterly third party audits and security testing by certified Cyber-Security partners to ensure your information is safe. In addition, we eliminate your need to maintain a separate disaster recovery environment using our geographically separated data center locations.

Overview of Sensus Software as a Service

- Sensus owns RNI software and license
- Sensus manages, maintains and monitors software and server hardware
- Annual fee includes all hardware and software licenses
- FlexWare software maintenance is included
- Disaster recovery included

	Customer Responsibility	Sensus Responsibility
RNI License		X
Connection from BaseStation to Data Center	X	
Hardware (servers, storage, etc.)		X
Software (Operating System, Third-party, RNI)		X
Disaster recovery (Hardware, Software, etc.)		X

See below and reverse side for a detailed comparison of responsibilities

Benefits and Outcomes Delivered:

- Reduce
  - IT and operational costs
  - Risk associated with system configuration and maintenance
  - Risk in planning for business continuity through disaster recovery
  - Environmental impact (carbon footprint)
- Provide predictable costs for budgetary planning
- Increase availability and system performance through our dedicated network and servers
- Increase and strengthen security of your IT systems
- Accelerate time to market with new technologies
- Increase operational efficiency leveraging our Network Operations Center

Compare the Benefits

Own and Operate		Software as a Service (SaaS)	
Customer Responsibilities	**Sensus Responsibilities**	**Customer Responsibilities**	**Sensus Responsibilities**
NETWORK		NETWORK	
• Configure and manage equipment (non-RNI) • Configure and manage network addresses • Configure and manage Virtual Private Networks (VPNs) • Configure and manage standard time source (NTP or GPS) • Configure and manage security access points • Respond to relevant alarms and notifications	• Assist in configuring connection from base stations to licensed RNI server • Assist in configuring standard time source (NTP or GPS) • Respond to customer incidents when customer calls technical support	• Configure and manage equipment (non-RNI) • Configure and manage local area network and addresses	• Configure and manage equipment (non-RNI) in Data Center • Configure and manage network addresses in Data Center • Configure and manage Virtual Private Networks (VPNs) • Configure and manage standard time source (NTP or GPS) • Configure and manage security access points • Respond to relevant alarms and notifications
STORAGE AREA NETWORK (SAN)		STORAGE AREA NETWORK (SAN)	
• Respond to alarms and notifications • Investigate issues using log files • Manage vendor if physical storage is off-site • Configure and verify regular backups are occurring successfully	• None	• None	• Respond to alarms and notifications • Investigate issues using log files • Manage vendor if physical storage is off-site • Configure and verify regular backups are occurring successfully

For more information, visit us at sensus.com/services

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Own and Operate		Software as a Service (SaaS)	
Customer Responsibilities	**Sensus Responsibilities**	**Customer Responsibilities**	**Sensus Responsibilities**
DATABASE		DATABASE	
• Define data retention policy • Archive relevant data • Purge old, irrelevant, and excess data • Monitor space and capacity requirements • Respond to database alarms and notifications • Install database software upgrades and patches • Migrate data during installation and upgrades	• May perform or assist with installation of database patches, updates, and upgrades as a paid service • Perform standard technical support troubleshooting of RNI application and/or database when customer calls for assistance	• None	• Define data retention policy • Archive relevant data • Purge old, irrelevant, and excess data • Monitor space and capacity requirements • Respond to database alarms and notifications • Install database software upgrades and patches • Migrate data during installation and upgrades
RNI APPLICATION		RNI APPLICATION	
• Research significant problems with meter reads and system performance • Create and manage user accounts • Customize application configurations • Support application users • Investigate application operational issues • Respond to alarms and notifications • Install application upgrades and patches • Perform firmware upgrades over-the-air, or delegate and monitor field personnel for on-site upgrades	• May perform or assist with installation of application patches, updates, and upgrades as a paid service • Perform standard technical support troubleshooting of application when customer calls for assistance	• Research significant problems with meter reads and system performance • Create and manage user accounts • Customize application configurations • Support application users • Investigate application operational issues • Respond to alarms and notifications • Perform firmware upgrades over-the-air, or delegate and monitor field personnel for on-site upgrades	• Install RNI application patches, updates, and upgrades when customer requests per Change Management process • Perform standard technical support troubleshooting of application when customer calls for assistance
OPERATING SYSTEM AND THIRD-PARTY SOFTWARE		OPERATING SYSTEM AND THIRD-PARTY SOFTWARE	
• Install operating system and other 3rd party software patches, updates, and upgrades • Perform system hardware maintenance, or delegate and monitor maintenance personnel with tasks such as monitor system performance, capacity, and availability	• May perform or assist with installation of system patches, updates, and upgrades as a paid service • Perform standard technical support troubleshooting of system when customer calls for assistance	• None	• Install operating system and other 3rd party software patches, updates, and upgrades • Perform system hardware maintenance and monitor system performance, capacity, and availability • Perform standard technical support troubleshooting of system when customer calls for assistance
SECURITY		SECURITY	
• Configure and manage security policies • Install security-related software and hardware upgrades and patches for operating system, database, and applications • Respond to alarms and notifications	• May perform or assist with installation of security patches, updates, and upgrades as a paid service • Perform standard technical support troubleshooting of RNI application and/or database when customer calls for assistance	• None	• Configure and manage security policies • Install security-related software and hardware upgrades and patches for operating system, database, and applications • Respond to alarms and notifications
BUSINESS CONTINUITY		BUSINESS CONTINUITY	
• Develop and implement a disaster recovery plan • Monitor system performance trends • Monitor for significant equipment and infrastructure faults • Identify problems and tasks required to perform required repairs; delegate to appropriate personnel • Replicate all systems (hardware and software) to a separate location (if available) • Perform complete system switch over to disaster recovery location (if available)	• May consult with customer to create a business continuity plan and/or procedures as a paid service • May assist with switch over of systems to disaster recovery location as a paid service • Perform standard technical support troubleshooting of system when customer calls for assistance during a disaster situation	• Develop and implement a disaster recovery plan • Inform Sensus when to execute and switch over to the disaster recovery environment (execution fee will apply)	• Develop and implement a disaster recovery plan • Monitor system performance trends • Monitor for significant equipment and infrastructure faults • Identify problems and tasks required to perform required repairs; delegate to appropriate personnel • Replicate all systems (hardware and software) to a separate location • Perform complete system switch over to disaster recovery environment

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