

Metrima[®]



Metrima develops, manufactures and markets products and systems for multi-type measurement, i.e. measurement of electricity, district heating and cooling, water and gas.

Our products provide the prospect of increased profitability via more efficient use of energy. This in turn leads to lower energy costs and a lower environmental impact.

www.metrima.com

For those who only want to invoice



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Today's business climate places ever increasing demands on operating environments. Meter data collection systems must deliver high levels of accessibility and flexibility that enable swift adaptation to new business requirements. At the same time, the risks associated with the introduction of changes to operating environments must be minimized.

For those who do not want to devote time to technology-related matters, Metrima can introduce quality-assured meter values directly to your business systems, as well as crediting, debiting and customer information system.

Operation and monitoring of the central system is included along with the monitoring and follow-up of status and meter value deliveries. On-site error detection and failure rectification can be offered via our local service branches. In the event of failure in remote meter reading, manual collection of meter values is possible.

Services can be provided either on permanent contract basis or as a temporary measure, for example, in the event of sickness or vacation, and can be performed at Metrima's operation centre or to the customer's system via VPN.

Our support functions:

Monitoring

- Alarm function
- Hardware
- Database

Field personnel

- Installation
- Maintenance
- Troubleshooting
- Project management

Support

- Quality assured readings
- Reports
- Statistics
- Handling of errands

Operations/Hosting

- Control of hardware
- Backup
- Monitoring of communications

In addition Metrima offers a wide range of other services which make life even easier for you as our customer. For example, these can include:

- Disconnection when moving premises
- Connection when moving premises
- Control of meter reading
- Meter reading when changing supplier
- Disconnection at the customer's request
- Disconnection due to non-payment
- Reconnection
- Customer missing → Disconnection
- Manual control reading of remotely read meters
- Manual reading when moving premises
- Meter failure → Replacement of meter unit

Metrima's Operation concept in brief:

- Flexible agreement periods
- Service levels tailored according to needs and requirements
- Improved control of costs
- Lower support overheads
- Reduced training requirements
- Improved utilization of personnel resources
- Support in the event of temporary vacancies

