

MeterSERV™ BY METERSYS

While upgrading ageing metering infrastructure has significant operational, financial and customer service benefits, managing a new AMI system after implementation can prove challenging for some utilities. Not every organization has the resources or expertise to maintain the system and the data. MeterSERV is a great solution for utilities that face this challenge. We have the knowledge, experience, and tools to maximize the performance of your system, deliver monthly reports, handle warranty issues and replacements, remotely monitor your system, and train your personnel as needed.

MeterSERV is our unique, industry-leading post-deployment management program that enables utilities to leverage their AMI system to its fullest extent. We offer multiple modules which are customizable to fit the needs of your organization. Our goal is to offer oversight and support of your AMI system, providing the management you need allowing your existing staff to continue focusing on the demands of daily operations.

SOME OF THE AREAS METERSERV MAY HELP:



Network management



AMI network failure response support (equipment replacement, climb labor, and backup reading support can be included as needed)



System performance monitoring; issue tracking and response management



Customer usage analysis and trending



Work order management and process flow optimization



Inventory and stock planning; supply utilization analysis



Warranty management, equipment and replacement tracking



System training for field and back-office on key AMI software and processes



Data enhancements, clean-up/standardization, and third-party interface support

Who We Are

Headquartered in Raleigh, NC and within the Research Triangle, MeterSYS provides comprehensive evaluation, selection, implementation, and operational support services for advanced metering infrastructure (AMI) and related utility devices. Our focus is service to public utilities and agencies working to design and implement smart community Internet of Things (IoT) solutions and networks. We work each day to be a leading implementation resource for advanced metering and IoT technologies while maintaining our neutrality in the marketplace. Through our utility metering and IoT service platform, we provide our customers solutions that are truly "Beyond the Read™."

At MeterSYS, our core business is to provide water utilities the independent expertise they need to evaluate, plan, procure, install, operate, and maintain upgrades to their water metering technology systems. Since 2015, we have developed industry-leading expertise on AMI systems and customer portal and billing applications. In 2019, we launched SentiSYS, our IoT solutions platform and includes our own in-house testing center. We continue to grow partnerships with leading AMI and LoRa certified vendors allowing us to deliver best-in-class technology solutions for our clients.



For more information about how we may help you strengthen your financial, operational, and customer service performance through MeterSERV, please visit metersys.com.

