



## BASIC

We regularly check your system telemetry data for functionality and data exchange from the devices to the BUS MASTER, and report any discrepancies.



## COMFORT

Maintenance service the way you imagine it. While you work undisturbed, our KBR service runs in the background to keep your system running smoothly and automatically eliminates any faults in devices, including Windows services and the database.



## PREMIUM

In our all-round carefree package, we are able to respond to a variety of challenges in real time via remote maintenance. Our KBR team of experts is also ready to help with concrete suggestions and helpful tips through the service hotline.

### General Terms and Conditions

The KBR Software Maintenance and Hotline Contract applies in addition to the General Terms and Conditions.

[www.kbr.de](http://www.kbr.de)



### What our customers say:



**„The perfect toolbox for energy managers.“**

visual energy gives energy managers a toolbox which caters to all of their needs efficiently and effectively.  
Jörg Rauhtäschlein, Senior Facility Manager



**„Find savings potential.“**

With KBR, we transparently provide consumption data to our customers through our own cloud that we operate.  
Olaf Skandera, Certified Energy Manager



**„Intelligent energy data management.“**

High-quality analyses in intelligent energy data management help sustainably reduce our energy requirements in the long run.  
Ralf Sternitzke, Head of Energy Management

Image: © Tim Bird | Getty Images

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MISSION ENERGY



## WE CARE ABOUT YOUR SYSTEM

- ✓ Ensuring functionality
- ✓ Preventing data loss
- ✓ Technical supervision of your system by KBR specialists
- ✓ Always the latest software version and the newest tools

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One System. Best Solutions.





visual energy gives you full control over your operational energy management. Custom dashboards, standardized evaluations, and live analyses show you the full potential of your energy data.

## MAINTENANCE SERVICE

The KBR maintenance service is like a radar for your entire visual energy data management system made up of hardware and software. Discrepancies are promptly detected and reported.

During implementation, a KBR team of experts is available to help with concrete suggestions and helpful tips through the service hotline.

## MAINTENANCE SERVICE

Focus on your tasks that matter, and we'll take care of the rest. KBR monitors your system telemetry data. In this context, we do not only check the functionality of the devices used, but also any running Windows services. We can remedy errors with remote maintenance. Making sure your energy data management system runs smoothly all the time, allowing you to concentrate on your energy efficiency measures.

## BASIC

Security and stability through regular maintenance and upkeep

**All function updates included**  
Always the latest system version.

**Maintenance service**  
We inform you immediately if any fault occurs.

**Maintenance Service up to 50 meter points included**  
We resolve issues in the background.

**Service hotline package: 3 hours**  
Our KBR team of experts will help you and resolve your issue.

**€ 697 per year**  
Item No. 100243

**Service hotline package**  
3 hours plus €330/year  
6 hours plus €600/year  
12 hours plus €1,080/year

## Our recommendation

## COMFORT

Security and stability through regular maintenance and upkeep

**All function updates included**  
Always the latest system version.

**Maintenance service**  
We inform you immediately if any fault occurs.

**Maintenance Service up to 50 meter points included**  
We resolve issues in the background.

**Service hotline package: 3 hours**  
Our KBR team of experts will help you and resolve your issue.

**€ 1,697 per year**  
Item No. 100244

**Maintenance Service**  
from 51 meter points plus €200/year  
from 101 meter points plus €500/year  
from 201 meter points plus €900/year  
from 301 meter points plus €1,300/year  
from 401 meter points plus €1,700/year  
from 501 meter points plus €2,500/year  
from 1,001 meter points plus €3,500/year

**Service Hotline Package**  
6 hours plus €600/year  
12 hours plus €1,080 per year

## PREMIUM

Security and stability through regular maintenance and upkeep

**All function updates included**  
Always the latest system version.

**Maintenance service**  
We inform you immediately if any fault occurs.

**Maintenance Service up to 50 meter points included**  
We resolve issues in the background.

**Service hotline package: 35 hours**  
Our KBR team of experts will help you and resolve your issue.

**€ 4,247 per year**  
Item No. 100252

**Maintenance service**  
from 51 meter points plus €200/year  
from 101 meter points plus €500/year  
from 201 meter points plus €900/year  
from 301 meter points plus €1,300/year  
from 401 meter points plus €1,700/year  
from 501 meter points plus €2,500/year  
from 1,001 meter points plus €3,500/year

SOFTWARE MAINTENANCE CONTRACT – ALWAYS STAY ON THE SAFE SIDE!

