kerberos




# KET-PLT-012

# PLATINUM level technical service

- **Guaranteed rapid response and field service**
- **Certified and specialized technical assistance**
- **No additional logistics cost for warranty cases**
- **Highly scalable**

**PLATINUM** represents the highest level of Kerberos' technical support offering, designed to guarantee complete **business continuity** and **advanced technical support**, both remotely and with **on-site intervention**.

The service is dedicated to energy and environmentally critical installations that require rapid intervention and maximum reliability.

The PLATINUM package includes **all the services of the previous BRONZE, SILVER, and GOLD levels**, and to these is added the distinctive element of the **on-site technical assistance service**, with **direct intervention at the plant** in the event of malfunctions attributable to Kerberos devices covered by the warranty (if the malfunction is attributable to acts or facts of the customer, e.g. power supply disconnected, modem disconnected, modification of the electrical panel, etc., the first intervention will be discounted by 50%, while subsequent interventions will be quoted at regular rates).

### Key Features

- **Automated daily checks** of data integrity and presence in the central database.
- **Continuous remote alarm monitoring** and real-time notifications of anomalies.
- **Remote technical support** for on-site maintenance teams to identify and resolve malfunctions.
- **Advance replacement** of faulty devices to minimize downtime.
- **On-site intervention** for warranty-covered issues, fully managed by Kerberos.
- **Periodic reporting** on data health, alarm status, and technical interventions.

### PLATINUM Service Benefits

- **Maximum reliability and operational continuity**: full coverage from data verification to on-site problem solving.
- **Guaranteed rapid response and field service**: no waiting times for critical issues.
- **Certified and specialized technical assistance**: direct support by trained Kerberos personnel.
- **No additional logistics cost for warranty cases**: including shipping, manpower, and fault handling.
- **Highly scalable**: suitable for complex infrastructures and multisite energy projects.

### Typical Applications

- Monitoring systems for **photovoltaic, wind, hydroelectric, and cogeneration plants**.
- **Smart buildings and public infrastructure** equipped with advanced BMS systems.
- **High-reliability projects** tied to energy transition, smart cities, and industrial digitalization.
- Corporations, public bodies, and **multi-site energy operators** requiring guaranteed uptime.

### Designed for Energy Transition 5.0

PLATINUM is the ideal partner to meet the challenges of digitisation and sustainability, offering comprehensive support that enhances technology investments and ensures **efficiency, resilience and reliability** over time.