kerberos

KET-GLD-012

GOLD Level Technical Support Service

- **Total Operational Reliability**
- **No Additional Logistics Costs**
- **Direct and Qualified Technical Support**
- **Scalable and Flexible**

GOLD is the most comprehensive level of Kerberos technical support, designed to ensure **continuous operation**, **rapid response**, and **advanced assistance** for managing energy, environmental, and Building Management Systems (BMS).
This service includes all the features of **BRONZE** and **SILVER**.
In addition, GOLD provides exclusive features such as **remote technical assistance to the plant's maintenance staff**, **alarm and malfunction resolution support**, and **advance replacement of defective devices**, including **free product return logistics managed by Kerberos**.

Key Features

- **Daily integrity check** of the data stored in the system database.
- **Automated monitoring of alarms and anomalies**, with real-time alerts.
- **Remote support for the plant technician**, helping diagnose and resolve equipment malfunctions.
- **Advance replacement of faulty devices**, ensuring uninterrupted system operation.
- **Free pickup and return** of defective devices, handled by Kerberos.
- **Scheduled reporting** on data status, alerts, and support actions.

Benefits of the GOLD Service

- **Total Operational Reliability**: continuous monitoring and proactive assistance allow quick intervention before critical failures occur.
- **Direct and Qualified Technical Support**: access to a specialized team ready to collaborate remotely with onsite maintenance staff for rapid issue resolution.
- **Reduced Downtime**: immediate alerts and guided diagnostics minimize service interruptions.
- **No Additional Logistics Costs**: device return and pickup are fully managed by Kerberos at no extra cost.
- **Service Continuity**: advanced replacement of equipment ensures consistent system availability without extended outages.
- **Scalable and Flexible**: adaptable to installations of any size, from small solar plants to complex monitoring networks.

Typical Applications

- Monitoring systems for photovoltaic, wind, and cogeneration plants.
- Industrial and civil buildings equipped with BMS.
- Energy efficiency projects for enterprises and public authorities.
- Critical infrastructure in the context of ecological transition and digital transformation.

Designed for Energy Transition 5.0

GOLD is the ideal solution for companies, ESCOs, public administrations, and system integrators seeking **comprehensive and responsive technical support**, aligned with the goals of **predictive maintenance**, **digital innovation**, and **sustainable energy management**.