



## 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.**