



ZENNER GAS REMOTE READING

## TekGas

Central Access System on the WEB platform

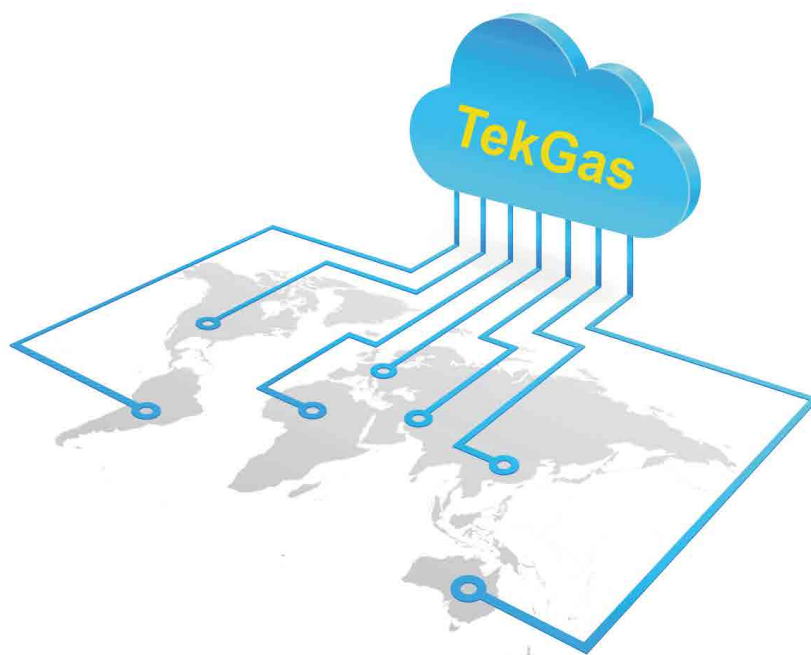
Multiprotocol

Operable with any ERP

Platform IoT

After sale Contact Center

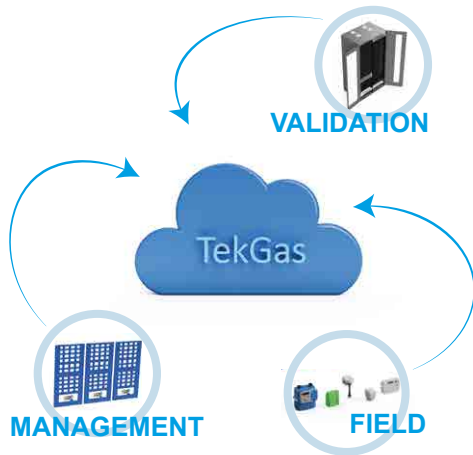
Maintenance management



USE QR CODES TO BE ALWAYS UP-TO-DATE

**ZENNER**

All that counts.



## TekGas

The service for our equipment

The new approach that guarantees the right balance between flexibility and quality of services

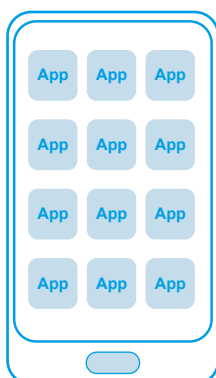
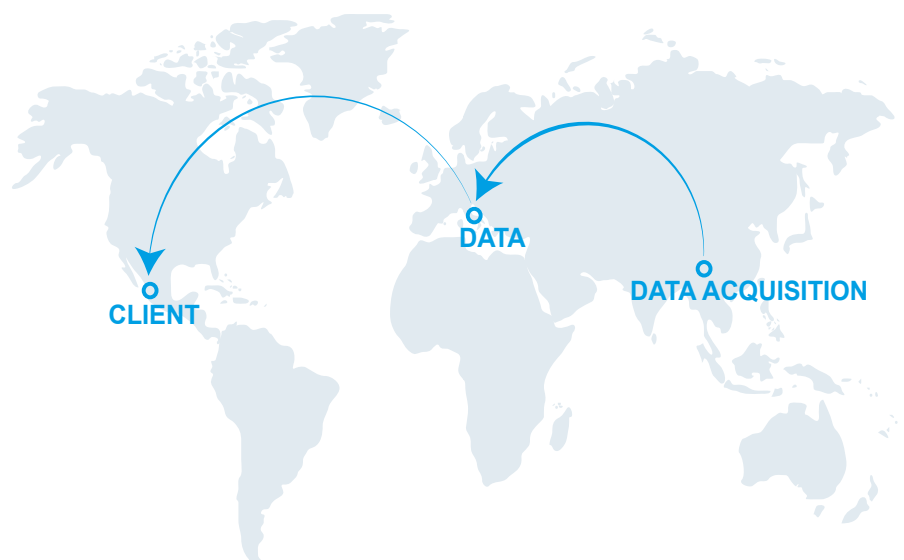
The service offered by Zenner Gas is provided through the WEB application TekGas (SAC) built on state-of-the-art technological support infrastructures (Data Center) and supported by an online technical assistance with a high professional profile (Service Center).

TEKGAS is the WEB service that allows the management of all devices produced by Zenner Gas and other manufacturers.

It is a web platform available everywhere for users and easily integrated on any IT platform. The software guarantees a high level of reliability, availability and confidentiality of information.

The Data Center includes the redundancy of the structure and the backup of the data. Business Continuity and Disaster Recovery are assured by two geographically separate locations in the IT center.

- WEB APPLICATION  
Available anytime, anywhere
- INTEGRATION  
With all management systems
- CONTACT CENTER  
Technical support and assistance
- REDUCTION  
of investments
- SAFETY  
some data



The Zenner Gas Service Center is a real Contact Center: it provides the customer support service not only through telephone calls but also through other communication tools such as fax, e-mail, web, text messages and apps.

## What our service offers

... is the Zenner Gas WEB platform for the management of "Smart Metering" devices to support the services offered by the gas distributor.

The total integration of TekGas in the company IT processes contributes to increase productivity and efficiency.

Everything you need for integration is already present in TekGas and it's free !!!

TekGas provides different ways of transferring data to corporate CRM. From the most trivial extraction on excel file to the use of ftp, Web Services or custom protocols.

Totally transparent in the integrated operation, TekGas deals with the control of Smart devices and the VALIDATION OF THE DATA so that the company processes are sure not to process POSITIVE FALSE.

## WEB technology

Data can be viewed via the Internet through direct access to the TekGas platform or by directly integrating its management system with the TekGas data acquisition interface.

Naturally, the security of access to the TekGas portal, controlled by login and password, is guaranteed by all the latest generation intrusion detection systems.

TekGas is supported by a technological infra-structure, in Housing at an ISO 27000 certified Data Center, which is based on a network of servers capable of managing different means of communication, and with great management capacity.

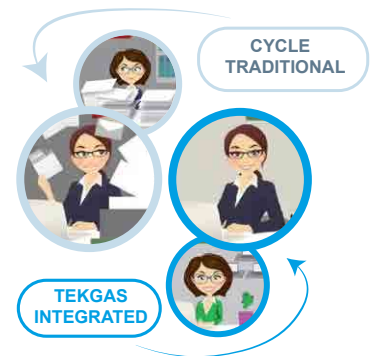
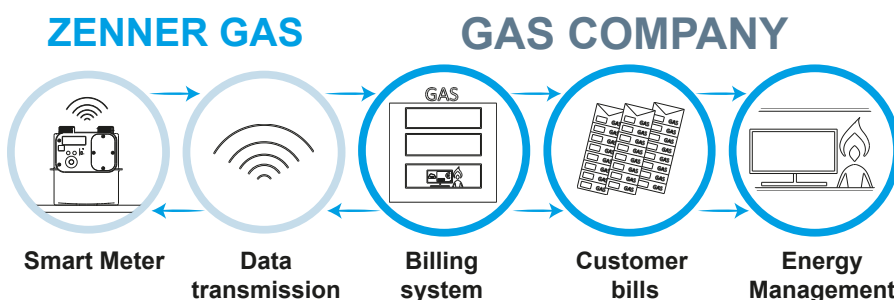
The redundancy of the virtualized structure and the backup of data on differentiated supports ensure continuous operation 24 hours a day, 365 days a year.

TekGas, in completely automatic and transparent mode, sends the data collected by Smart devices to the client company which can use them in order to optimize its logistic management and / or the interventions of the available.

## Contact Center Support

Active from Monday to Friday from 8:30 am to 12:30 pm and from 1:30 pm to 5:30 pm;  
Telephone support (by operator) to all installation, verification and replacement of plants;

Forwarding email notification of the operating status of the devices;  
Monitoring and verification of the correct functioning of the equipment;  
FAQ management.



## ADVANTAGES

- No applications at customer's offices
- Access to the portal and data from anywhere
- Technological evolution of Software and IT infrastructure guaranteed over time and at no cost
- Guarantee of the service 24 hours a day, 365 days a year
- Management capacity adapted to the needs
- System expansibility guaranteed over time without investment and management costs
- Management and backup of data
- Export / integration of data in standard format or definable by the customer to any management software / CRM (invoicing, logistics, etc.)
- Access to the portal controlled by login and password
- Possibility to restrict access only to IP addresses of the customer's company LAN (in the case of internet connection with fixed IP)
- Systematic monitoring activities daily
- SAC activities necessary for the first installation of Smart devices
- Monitoring and verification of the correct functioning of the equipment





**3,200**

employees on 4 continents stand for quality, precision and innovation.

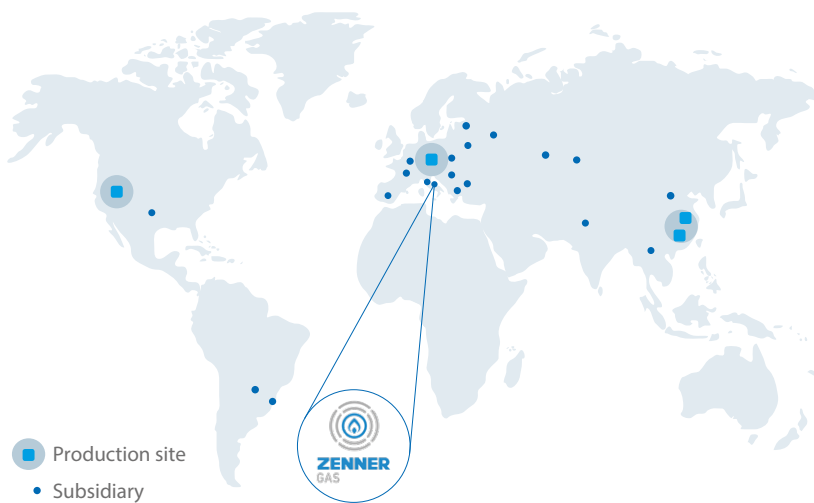
**Locations in Europe**

- Germany: Saarbrücken, Mulda, Mannheim
- Bulgaria: Sofia
- France: Limoges
- Italy: Bologna, Pescara
- Kasakhstan: Aktobe
- Poland: Warsaw
- Romania: Bucharest
- Russia: St. Petersburg, Moscow, Tjumen
- Spain: Madrid
- Hungary: Budapest
- Belarus: Minsk

We export our products in

**90**

countries.



- Production site
- Subsidiary

**20**

locations worldwide with four production sites in Europe, Asia and the US.

**Locations worldwide**

- Brazil: Novo Hamburgo
- Paraguay: Asunzion
- China: Fuzhou, Beijing, Shanghai
- Vietnam: Hanoi
- India: Faridabad
- USA: Banning, CA, Addison, TX

Innovative measuring equipment for global markets for over

**110**

years. Est. in 1903.

The data shown in the catalogs, the illustrations and the drawings are indicative and do not commit the ZENNER Gas S.r.l. It is also reserved the faculty to make to the models those changes that experience and technical advances suggest.

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