# NES PROFESSIONAL SERVICES

A successful deployment of your Advanced Metering Infrastructure (AMI) depends on how you introduce this infrastructure into your service, and then maintain it as the marketplace, business environment, regulatory requirements, privacy demands, security needs, cyber-attack threats, technology opportunities, and consumer expectations develop.

To do this, first, you need to establish a secure and robust foundation, focusing on your initial business outcomes, such as monetising the grid. In the longer-term, you need to maintain the same principles as you develop your Smart Grid solution and the supporting systems that make it work to generate sustainable business benefits.

## Tried and Tested Methodology

NES provides a range of professional services that are designed to help you make the most of your investment. These services are delivered by experienced professionals who are practiced at taking your business objectives and requirements and turning these into managed programmes of work; by focusing on four dimensions; Strategic Vision, Organisational Alignment, Technical Expertise and Operational Excellence.

**Services designed to help you make the most of your investment**

**Delivered by experienced professionals**

**Your business objectives & requirements turned into managed programmes of work**

**Focusing on 4 dimensions**

Program alignment & integration
Program Strategy
Program Business Case
Program Performance Management Plan
Program Roadmap

**Strategic Vision**

Program "Blueprints"
Process Maps
Technical Documentation
Enviromental Plan

**Technical Expertise**

**Results**

Stakeholders needs assessment
Change Management Plan
Training Plan
Communications
Communications Plan
Training Materials

**Organizational Allignment**

Program Charter
Work Breakdown Structure
Program Budget
Schedule
Performance Measures
Risk Management Plan
Reports

**Operational Excelence**

## What Professional Services Can Help You With?

**Roll out Smart Metering**

**Maintain Smart Metering**

**Operate My Smart Meter Security**

**Justify My Smart Meter Investment**

**Get more Business Value from My Smart Meter**

**More ideas for Improvement of the Grid**

### ROLL OUT SERVICES

- AMI implementation Project / Program Management Services
- System Software and EAP (HES) Deployment
- System Software and EAP (HES) Migration
- AMI Communications Remediation Support
- AMI End-to-End Network Optimization

### O&M SERVICES

- System Software and EAP (HES) Migration
- System Software and EAP (HES) Restoration
- Metering Infrastructure Firmware Upgrade
- AMI Communications Remediation Support
- AMI End-to-End Network Optimization
- Service Mix – O&M Contract
- Service Mix – Managed Services

### SECURITY SERVICES

- AMI Security Upgrade
- Metering Infrastructure Firmware Upgrade
- NES Advisory Services

### CONSULTING SERVICES

- System Software and EAP (HES) Audit and Recommendations
- System Software and EAP (HES) Recommendations implementation
- NES Advisory Services

## NES Professional Services Solutions

NES provides 13 pre-packaged professional services solutions, which have been developed based on our years of experience of deploying AMI solutions with partners for our customers. All are performed by highly experienced NES technicians with a track record of deploying smart grid solutions in a timely and efficient manner.

1. NES AMI implementation Project / Program Management Services
2. NES System Software and EAP (HES) Deployment
3. NES System Software and EAP (HES) Migration
4. NES System Software and EAP (HES) Restoration
5. NES System Software and EAP (HES) Audit and Recommendations
6. NES System Software and EAP (HES) Recommendations implementation
7. NES Metering Infrastructure Firmware Upgrade
8. NES AMI Security Upgrade
9. NES AMI Communications Remediation Support
10. NES AMI End-to-End Network Optimization
11. Service Mix – O&M Contract
12. Service Mix – Managed Services
13. NES PS Advisory Services

**GRID TRANSFORMATIONS**

## Next Steps

Contact your NES sales representative for more details about the services we can provide or to review the detailed services descriptions provided with this brochure.

**Email: services@networkedenergy.com**