



Managed Services Solution

SmartSynch's Managed Services Solution is a full-service application that hosts the Transaction Management System™ (TMS), processes all metering data, and provides customizable data files to the client via FTP transfer on a scheduled basis. The Managed Services Solution includes the installation, daily operations, and maintenance of a dedicated server as well as the delivery and routine backup of meter data.

The TMS head-end software application collects meter data wirelessly from every SmartSynch SmartMeter. All messages transmitted across the wireless network are encrypted using keys that are built from multiple key seeds. A 256-bit encryption key and the RC-4 wireless standard encryption method are applied to all data payloads and application commands exchanged across the network between SmartMeters and SmartSynch's hosted TMS.

The TMS software and server are hosted at an offsite Network Operations Center (NOC). This state-of-the-art facility is staffed 24 hours a day, 7 days a week, 365 days a year by skilled network professionals. The NOC supports our high-speed, high-availability network infrastructure, configured in a physically and electronically secure environment, and includes the following security features:

Physical Security

- ◆ Iron gates around building and 24/7 security guards
- ◆ Three-tiered access control system
- ◆ Proximity card readers and keypad entry control
- ◆ Hand geometry readers for NOC access
- ◆ Monitoring and logging of all NOC access
- ◆ Building alarm system protecting the entire facility
- ◆ Locked server racks for all equipment
- ◆ Authorization and escorting required for all visitors
- ◆ Rigorous background check for all NOC personnel

Electronic Security

- ◆ Fault-tolerant and load-balancing firewalls
- ◆ Certified security engineers to maintain security operations
- ◆ Online virus scanners to constantly scan network traffic
- ◆ Locally installed virus scanners, updated regularly
- ◆ Complexity requirements for all system passwords
- ◆ Disallowed removable media access
- ◆ Disallowed removable media boot access
- ◆ Logging of all access to resources and services



As part of the Managed Services Solution, the SmartSynch Client Services team performs the following service and maintenance functions:

- > Provide and operate the TMS server, software, and communications connection to the wireless network.
- > Coordinate with the client's operations department to manage meters and metering data. If a meter fails to report its data to TMS for three consecutive days, it will be removed from the production export group until a trouble ticket is written and a site visit is made to the meter.
- > Assist the client's technical operations department to set up a secure FTP transfer of all daily billing data generated by TMS. FTP processes must be in place prior to production.
- > Capture and provide metering data on a scheduled basis.
- > Transfer daily metering data according to the client's required file specifications.
- > Perform daily backup of the client's database and files. SmartSynch performs industry-accepted data backup, redundantly stored in a fire-safe, offsite location for disaster recovery.
- > Provide support Monday through Friday, 8:00 am until 5:00 pm CST.

About SmartSynch: Headquartered in Jackson, Miss., SmartSynch has been developing successful Smart Grid Intelligence solutions for the utility industry since 2000. The company's clean-tech innovations in the two-way delivery of real-time energy usage data over public wireless networks, in lieu of private network build-outs, have to date simplified SmartMeter deployments for 100 major North American utilities, while enabling green-energy initiatives and delivering significantly higher Returns on Resources.

Unlike proprietary, closed-architecture solutions, SmartSynch's SmartMeters represent future-proof investments in technology. The standards-based IP connectivity enabled in every SmartMeter deployed makes them adaptable and remotely upgradable to support today's sensor and communications needs, as well as tomorrow's opportunities, better than any alternative.