

# CASE STUDY

Luxmetering engages Telindus to operate its Smart Metering platform.



luxmetering  
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## THEIR OBJECTIVE

To set up and operate its Smart Metering platform, Luxmetering relied on the multiple expertise of Telindus.

"Luxmetering was established in 2012 with the objective of designing and operating a national platform for smart meters for electricity and natural gas," explains Paul Hoffmann, Director of the economic interest group Luxmetering. "As there were no European standards in this area yet, we had to imagine the functionalities that smart meters should offer, and this for their entire lifespan, which is about twenty years."

Luxmetering's missions consist of coordinating the deployment phase of smart meters ("Smart Metering") in collaboration with electricity and gas network operators throughout the territory, supervising the daily collection and processing of data from around 400,000 meters, and transmitting this data daily to the various network operators.



## THE CHALLENGE

The challenge was significant as it involved Luxmetering's small team setting up a highly secure platform based on innovative technologies in a nascent market. "To achieve our goals, we chose to collaborate with highly specialized partners, each in their own field, and ready to invest in the development of a system that very few countries had already implemented and for which there was no real experience. We also had to consider, from the design phase, the security of such a system against cyber attacks," explains Paul Hoffmann.

## THE SOLUTIONS

"For hosting and operating our central system, we chose a provider with sufficient critical mass, a local presence, and whom we could fully trust for the implementation and operation of the platform," emphasizes Luxmetering's director.

The consortium also made the strategic choice of a system that relies as little as possible on virtualization. "This is one of the consequences of our security choices. Telindus rose to the challenge and effectively assisted us both in designing the solution and implementing the system in its data centers," confirms Paul Hoffmann.

The system also needed to be easy to manage by a small team while ensuring a high level of security. "It was imperative that the system be highly available," insists Paul Hoffmann. "It was designed to operate autonomously. We perform daily maintenance on the system's 'business' components in partnership with Telindus, which handles the operation and daily maintenance of the applications and all underlying layers. We needed a reliable partner for flawless operation."

## THE RESULTS

Today, Telindus operates daily all layers of Luxmetering's information system, from hardware to application services, including operating systems, databases, and communication between data centers. "Telindus consultants are highly committed professionals who have guided us every step of the way in implementing our system," says Luxmetering's director. "The professionalism of the providers, as well as the critical size of the company, were determining factors in our choice of Telindus as a partner," he adds.

## THE BENEFITS FOR LUXMETERING

- The partnership provides multiple expertise in system operations,
- Highly performing SLAs (Service Level Agreements),
- Ability to focus on their own objectives,
- Performance improvement.

# DISCOVER THEIR STORY



"We needed a reliable partner for flawless operation. We found in Telindus a partner with multiple expertise that allows us to focus on our own objectives."

**PAUL HOFFMANN** - CEO Luxmetering