

Maintenance Services & Field Operations

Overview of Service

The field services group at OneRain installs and repair telemetry-based gage networks wherever they are needed. Our team of technicians is skilled in all aspects of network installation, maintenance scheduling, diagnostics, and preventive maintenance. We also assist you in establishing your own maintenance services with detailed training and reference material. At OneRain, our goal is to help you achieve reliable and cost-effective data collection platforms that provide accurate information on rainfall and its consequences.

Field Service Capabilities

As part of the full spectrum of system integration, we manage your network through each year's cycle of requirements. We install your gage network or guide your service personnel. Throughout the life of the system we can help ensure that it continues to meet your expectations by:

- Conducting scheduled maintenance
- Establishing a preventive maintenance plan
- Providing service calls on demand
- Offering advanced diagnostics and troubleshooting
- Conducting system winterization where needed (annual start-up and shut-down)



Features

Through OneRain's interface with satellite and radio telemetry, we assist you in identifying problems before they compromise your ability to respond. We help establish protocols to ensure that normal environmental conditions (e.g. debris stuck in a gage) do not cause misleading reports. Listed below are some examples of the features we provide:

- Diagnosis of system issues
- Remote "pass listing" of data on redundant networks
- Training for your service personnel on troubleshooting techniques
- 24 hour data analysis for system quality control
- Recommendations for in-house maintenance and repair

Advantages

If you have a flood alert system, a network dedicated to data collection for engineering analysis, or any other environmental monitoring network, the OneRain field services group provides:

- Total system installation and upgrades
- Maintenance for long-term, reliable system performance
- On-site training for your maintenance crews

Benefits

The OneRain field services group has the experience and the technical knowledge to manage your gage network for long-term performance. We provide cost-effective services to ensure unparalleled performance and reliability from your flood alert or data collections systems.



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