



tescometering.com

TRACK 5:

Planning your MM 3.0 Upgrade

Tuesday July 11, 2023

10:30 am – 11:30 am

Kevin Tory

TESCO's Meter School

TESCOOL ▶▶





tescometering.com

AGENDA

- Introduction / Session Purpose
- Timeline for upgrades
- Things to think about
- The upgrade process



tescometering.com

INTRODUCTION/OVERVIEW

- The purpose of this session is to review Meter Manager 3.0 upgrade timing, the upgrade process and highlight items for consideration



TIMELINE FOR UPGRADES

- TESCO is planning to upgrade customers over a 3-year period from 2024-2026.
- Prioritization of customer upgrades will be based on a number of factors, including but not limited to:
 - In-flight upgrade / enhancement requests. Some customers have requested enhancements, new modules, etc. Rather than upgrading Meter Manager 2.0, new requested features and modules will be delivered with Meter Manager 3.0.
 - Customer's desire and resource availability for an upgrade.

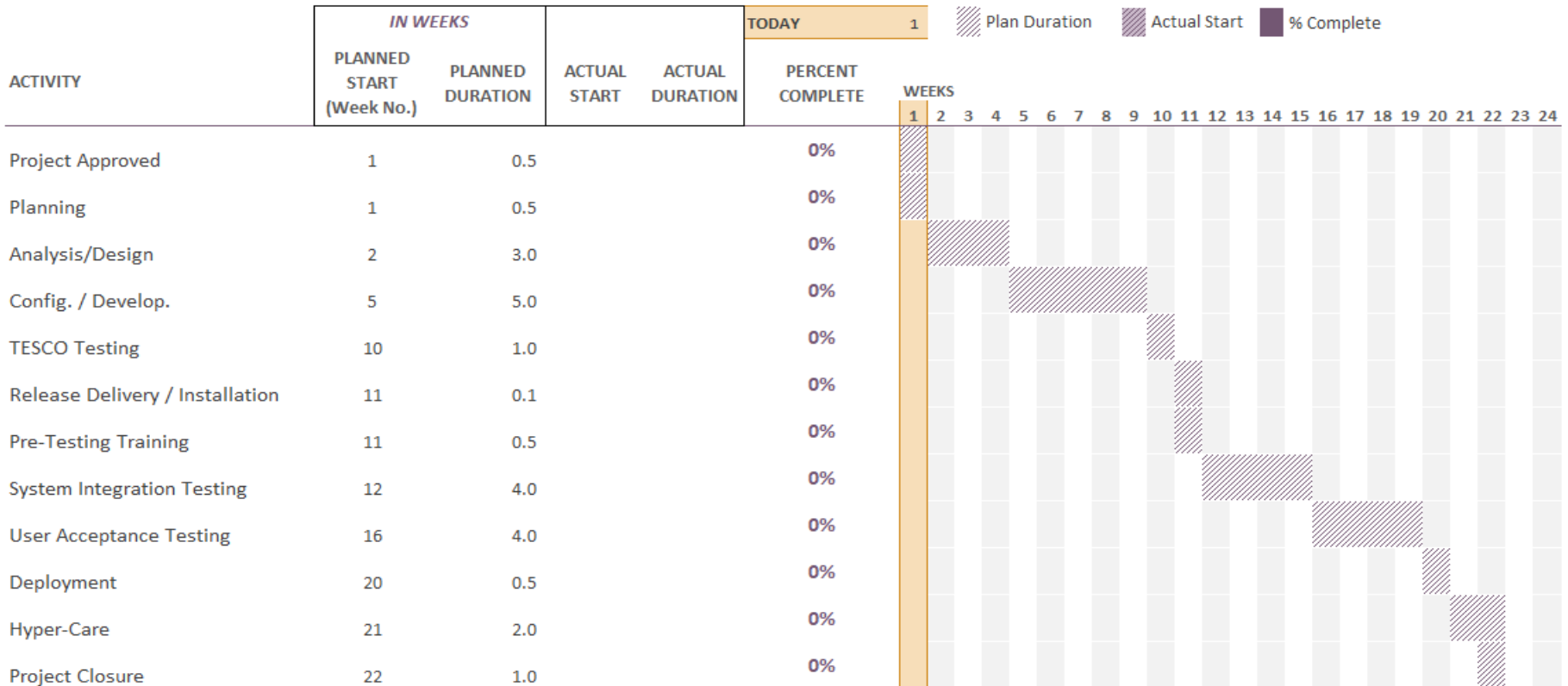
IMPORTANT NOTES:

1. Any Critical or High priority defects reported to the support team will be fixed in the customer's current version.
2. Meter Manager 3.0 upgrades are free of charge to all customers under current support agreements. Any new requested customizations may have associated charges.



TIMELINE FOR UPGRADES (CONT'D)

Meter Manager 3.0 Upgrade





THINGS TO THINK ABOUT

- **Third-party software upgrades** – It is likely, for example, that with a current Meter Manager 2.0 installation that an older version of SQL is installed. Meter Manager 3.0 requires SQL 2016. TESCO is recommending SQL 2022.
- **Cyber-Security reviews** – Because Meter Manager 3.0 is, in effect, a new application, there may be a desire for internal cyber-security reviews including pen tests, etc.
- **Change Management and Training** – While workflows remain the same, the look and feel of Meter Manager 3.0 is different and time should be allowed for users to get used to the differences. Having said that, Meter Manager 3.0 is very easy to navigate and experience with Meter Manager 2.0 will go a long way to ease the transition. In fact, users with no Meter Manager 2.0 experience and no training in Meter Manager 3.0 have reported that Meter Manager 3.0 is very easy to navigate and use.



- **Technical Review** – TESCO will provide detailed information on any third-party software upgrades or other technical requirements for review.
- **Workflow Review** – Re-review as-is workflows and confirm that either nothing has changed or determine if improvements or changes are required. TESCO will produce a new set of “to-be” workflows as necessary.
- **Schedule of Activities** – A project schedule will then be developed based on the approved requirements. Resource requirements will also be determined as part of this process.
- **TESCO Configuration/Build Activities** – TESCO will then complete work on configuring Meter Manager 3.0. If any new interfaces or other customizations have been identified, TESCO will complete development work for these items as well. If necessary, TESCO will also evaluate current production data and highlight any issues with data quality, etc.



tescometering.com

THE UPGRADE PROCESS (CONT'D)

- **Training** – TESCO will provide remote sessions to demonstrate Meter Manager 3.0 workflows. TESCO has also developed workflow specific training videos that will be delivered with the customer's release.
- **Testing** – TESCO will deliver a fully configured release with a copy of current production data for installation in the customer's test environment. This will provide an opportunity for the customer to transactionally execute all workflows to ensure that things are working as expected.
- **Deployment planning and Execution** - Deployment will be planned out in detail and executed at a mutually-approved date.



tescometering.com

Q&A

Questions ??