Neptune® 360™
Meter Data Management Platform

A Product of Neptune Technology Group

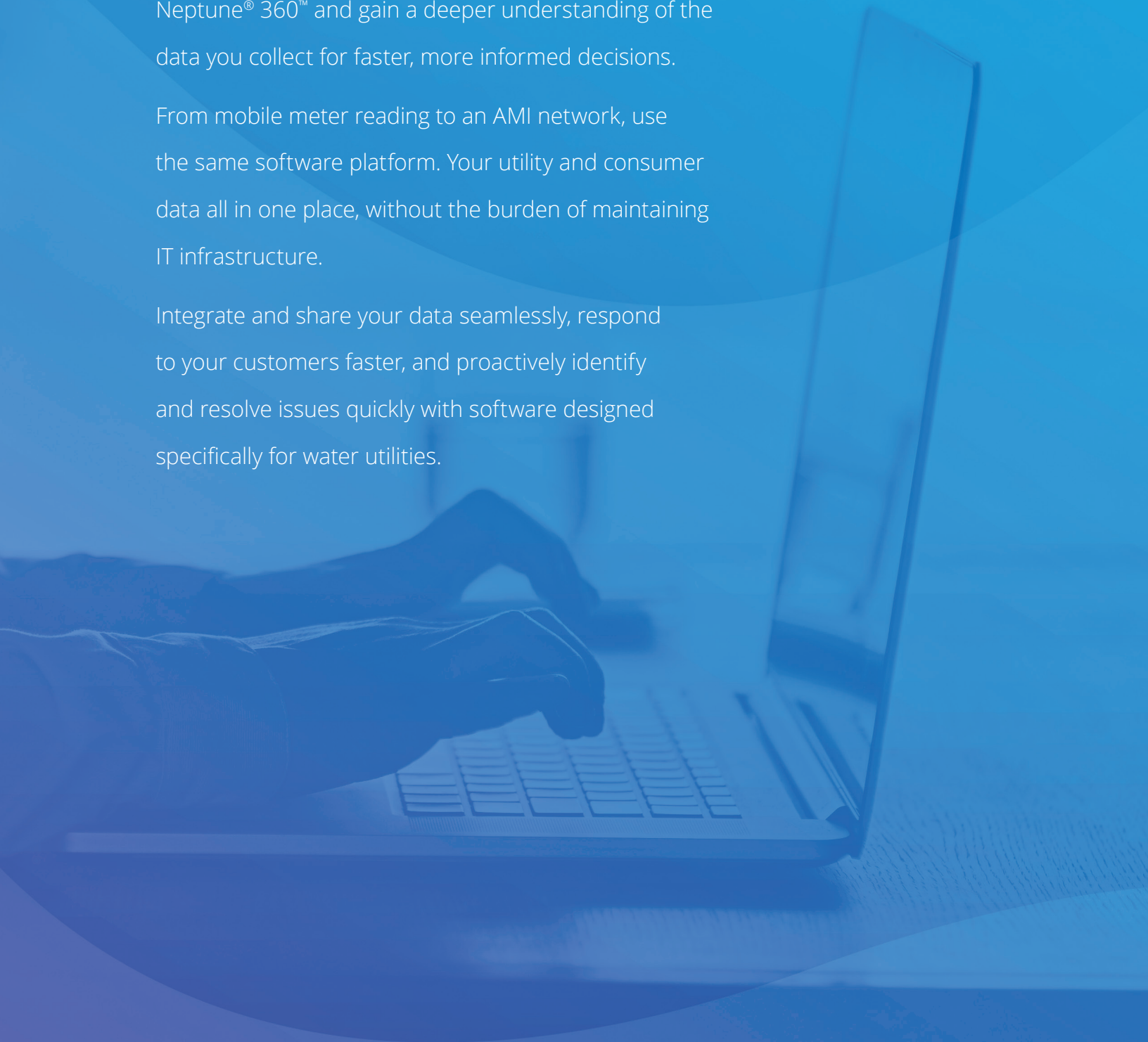NEPTUNE
TECHNOLOGY GROUP

#winyourday

Turn Information into Action

Data is just data unless you can use it effectively. Go beyond basic meter reading and billing with Neptune® 360™ and gain a deeper understanding of the data you collect for faster, more informed decisions.

From mobile meter reading to an AMI network, use the same software platform. Your utility and consumer data all in one place, without the burden of maintaining IT infrastructure.

Integrate and share your data seamlessly, respond to your customers faster, and proactively identify and resolve issues quickly with software designed specifically for water utilities.

Putting Your Data in View

Having data is one thing, making sense of it is another. Neptune 360 delivers an intuitive, user-friendly design, making data clear and easy to interpret. Examining your entire AMI network using system-wide Key Performance Indicators and geographical views assists with identifying areas of concern and finding ways to maximize operational efficiencies.

Quickly access a dashboard view of your largest water customers while also providing consumers self-service access to their water consumption. Analysis of individual trends and usage patterns helps resolve customer service calls with confidence. Detailed reporting of consumption activity, potential leaks, and reverse flow will keep you ahead of issues that could impact your utility's revenue.

Lift Your IT Burden with a Cloud-Based Solution

Boost utility efficiency with Neptune 360. No longer install servers or perform upgrades. All you need is an Internet browser to log on from anywhere at any time.

Share Information

Your management, maintenance, customer service, water conservation, and other departments all need fast, easy access to information. Share and leverage actionable data captured by Neptune 360, empowering collaboration and helping predict impacts on your utility. The platform seamlessly integrates meter data, event data, and alerts directly with third-party work order systems, customer portals, hydraulic modeling applications, and other systems through Application Programming Interfaces (APIs).

A True Sense of Security

Ease your security concerns and stay focused on the critical work of water. Neptune 360 is SOC-certified and operates from a continuously-monitored world-class data center, providing the highest level of security, redundancy, and disaster recovery services.

An Application that Grows as You Grow

From mobile meter reading today, to moving to an AMI network tomorrow, the same software platform is utilized. Apply trend analysis in rate structure planning and usage initiatives. The modular-based platform makes it easy to turn on new features as your needs evolve, bringing you critical data to proactively plan for tomorrow.

Trust the Data

Data accuracy and dependability matter. By implementing the highest-level architecture, Neptune ensures data integrity with processes and tools to maintain quality from the meter to the platform as part of routine business operation.

Neptune® My360™ Consumer Portal

Enhance utility customer service and operational efficiency by providing consumers with a convenient, proactive way to monitor their own water consumption 24/7. Users no longer have to wait for a bill to detect possible issues, which means less water lost and fewer high bill complaints.

Users can set water thresholds and out-of-town alerts for greater peace of mind. And water conservation is encouraged when consumers can see how much they actually use with easy-to-read charts and graphs.

Neptune My360 is web-based to work on all devices and is always up-to-date. Easily customize to your utility's branding and get up and running quickly without the need for complex integrations.

*My*360™

JAN 4   JAN 5   JULY 6   JULY 7   JULY 9   JULY 10   JAN 11

NEPTUNE 360™

Analyze and share meaningful data with a platform that empowers utilities. Actionable insights help you achieve your goals and objectives.

METERS MATTER
Stream accurate actionable data right into Neptune® 360™.

WALK-BY DATA
Sync collected data easily.

FUTURE PROOF AMI
Connect AMI network data.

BRING YOUR OWN DEVICE
Eliminate specialized devices and communicate efficiently.

MOBILE
Incorporate mobile data collection.

THIRD PARTY SOFTWARE
Link data with third party applications (such as CIS and ESRI).

CONSUMER PORTAL
Intuitive self-service solution to view consumption and encourage conservation.

+ ACT QUICKLY

+ PLAN FOR THE FUTURE

+ MANAGE GROWTH

Specifications

Neptune 360

- Google Chrome and Microsoft Edge web browsers supported

- When using touch screen monitors, Neptune recommends Microsoft Edge web browser for optimal viewing and performance

Neptune 360 Mobile

Neptune 360 Mobile supports Android, iPhone, and iPad devices running the following operating systems:

- Android:
  - Recommended device manufacturers: Samsung, Nexus, or Motorola
  - Supported OS Versions: 5.1 – 11
- iOS:
  - Versions 10.3.1 – 15

Neptune My360

- A web browser with Internet connectivity is required

- Responsive design with capability to run on desktop, laptop, tablet and mobile devices

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Neptune® 360™ Mobile

Neptune 360 Mobile provides direct communication via wireless from the field without the need to go back into the office, yielding data on demand for more efficient customer service. Other application capabilities include RF Test, Off-Cycle Read, and Data Log to capture 96 days of hourly historical consumption — addressing customer issues faster.

96
days of hourly historical consumption

Bring Your Own Device to Field Operations

Save money and time with Neptune 360 Mobile — use your utility's existing Android or iOS cell phones or tablet devices to perform meter reading. Pair with a Neptune R900® System belt clip transceiver or mobile data collector and expand your field device options when performing re-reads, reading monthly routes or even responding to high water bill complaints.

Neptune® 360™ Benefits

- Neptune-managed system with no installation required

- Cloud-based solution in a world-class data center with the highest level of security and disaster recovery/redundancy

- 24/7 software system monitoring

- Retain data ownership in a system designed exclusively for water utilities

- Integrate and access Data Analytics across departments — helping your utility achieve goals and objectives

- Identify potential leaks, excessive consumption, and reverse flow to proactively resolve issues faster

- Migrate easily from mobile to fixed network

- Aid Non-Revenue Water reduction, conservation, and rate planning

- A single platform across devices that can be accessed anywhere at any time

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