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## Common Mistakes and Missed Opportunities Integrators Need to Know

### 1 UNDERESTIMATING SETUP



Installation, integration and configuration is a major focus of any SCADA alarm project. When software is cumbersome, limited, or poorly supported, this work can involve weeks of frustrating work and unexpected delays, potentially exploding project scope, eroding margins and limiting availability for new projects.

#### BEST-IN-CLASS EXAMPLE

TopView setup can take as little as **60 minutes**.

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### 2 STRUGGLING WITH SUPPORT



Responsive support from knowledgeable experts can save time and effort at every stage of a project. In contrast, waiting days for a reply from inexperienced staff—or having to pay a premium for priority access or real help—wastes time, adds cost, and can threaten profitability and client satisfaction.

#### BEST-IN-CLASS EXAMPLE

TopView offers **personalized support for ALL customers**, rapid response times and first-call resolution for most issues.

### 3 GAMBLING ON RELIABILITY



SCADA alarm software has to work as expected, without exception. Crashes, glitches, and failed notifications can have catastrophic consequences, and even with minor issues, integrators typically get the call—and take the blame. In addition to adding work and stress well beyond the project plan, reliability issues can decrease customer satisfaction, damage reputations, and lead to liability and lawsuits.

#### BEST-IN-CLASS EXAMPLE

TopView is streamlined, stable and known for delivering **years of trouble-free performance**.

### 4 ASSUMING TRANSPARENCY



Detailed data is essential when monitoring performance or troubleshooting issues. Full transparency and accessible analytics can lead to quick and effective solutions, but when software has missing data or limited reporting, integrators may face days of digging to chase down answers—or an assumption of liability for software failures.

#### BEST-IN-CLASS EXAMPLE

TopView includes ready access to helpful **real-time performance, logging and reporting, detailed analytics and complete visibility**.

### 5 OVERPAYING FOR REDUNDANCY



Installing a backup or failover system for added peace of mind is an industry best practice. Unfortunately, secondary systems often cost nearly full price, are difficult and time-consuming to set up, and don't offer multiple levels of software and hardware redundancy, greatly decreasing their value as a "safety net."

#### BEST-IN-CLASS EXAMPLE

A TopView failover system **costs just 25% of full price (vs. 75% for competitors)** and offers multiple levels of redundancy with full customization.



### Interested in a better solution from a true partner?

TopView was created by integrators and engineers to address integrators' top challenges and deliver a solution that really works. With thousands of installations and 20+ years of rock-solid reliability, TopView is the integrators' top choice.

**LEARN MORE:** Request a price quote, or download a free trial at [exele.com/TopView](https://exele.com/TopView).