

PSA PRODUCT SCORECARD

The PSA Product Scorecard is a tool that contributes to the evaluation of a manufacturer or their product. Some evaluations will be comprehensive and based upon extensive bench-testing; some evaluations will not. The goal is to provide PSA integrators with a common means to aggregate evaluative information.

PRODUCT: Vunetrix | V2500 & Cloud Service

Average Star Rating: 4.3

Company: CONTAVA Inc.
Tester Name: David Sime

Testing Environment: Bench and field tested
Testing Period: 8 months

Star Rating System
5 = Excellent (exceeded expectations)
4 = Pretty Good (better than other similar products)
3 = Acceptable (nothing to clearly differentiate it from similar products)
2 = Not so Good (poorer than other similar products)
1 = Unacceptable (did not meet minimum expectations)
0 = No opinion / Not applicable / Undetermined
* Only questions with a rating greater than zero are used to determine average rating.

Using the key above, rate the following:	Star Rating
Product's initial performance	5
Product's performance after 6 months	5
Product's performance after 12 months	0
Product's overall build quality	4
Product's feature set	4
Rate the product's "ease of use"	5
Quality of the product's documentation	3
Quality of the product's technical support	5
Availability of the product's technical support	4
Product's use of industry standards	5
Product's manufacturer rep. support	3
Product's price compared to value	4
Product's Warranty	0
Product's RMA process	0

Additional Comments: The Vunetrix product has monitored a number of enterprise systems for us, primarily in the government space. For understanding the health of the video system, and being aware of when problems occur, it is invaluable. For access control the information is less insightful given the majority of the downstream components are interconnected via serial and health data does not report up very well through the controllers. It is very important that the integrator either:

- 1) Allow for outbound connectivity to the internet for email/text alerts and/or active monitoring or,
- 2) Have the owner assign the responsibility to monitor, or review the dashboard regularly.

Also, ensure that your service agreement allows for compensation of the remote diagnosis or monitoring activities. If you're only paid when you roll a truck, the costs will accumulate as you review data and react to alarms remotely.