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: Pelco|Endura NVR **Average Star Rating: 2.6**

Company: California Commercial Security   Testing Environment: Field Tested

Tester Name: Charlie Baker   Testing Period: 36 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	3
Product's performance after 6 months	3
Product's performance after 12 months	3
Product's overall build quality	3
Product's feature set	3
Rate the product's "ease of use"	2
Quality of the product's documentation	2
Quality of the product's technical support	3
Availability of the product's technical support	3
Product's use of industry standards	1
Product's manufacturer rep. support	2
Product's price compared to value	2
Product's Warranty	3
Product's RMA process	3

Additional Comments:

The largest frustration with Pelco's Endura product is that it still remains a primarily proprietary platform. We recently added 45 Samsung cameras to an existing Endura system after confirm with Pelco engineering that the cameras will be recognized by the Endura system without a problem.

Of course, when we installed the cameras it turned out that we needed special translator units for the Samsung cameras that cost $900 each. This was an extremely frustrating experience. Had we been told about the translators they would have been included in our quote etc......

Pelco has recently (the last 18 months) been touting their open platform but I do not see that open-ness yet in the actual product.
Beware. Be informed.