



## Information: Project Critical Procedures

This is important information but is difficult to express. It is as simple as mentally assessing the risk of a project as: very severe, severe, moderate, low at the outset of project planning, through to full blown crisis management or data redundancy plans, an example of which is the duplication and sometimes triplication of computers in aircraft.

Nowadays we take for granted that modern equipment will work out of the box - deploy and forget - but realistically we all know this can never be 100% guaranteed!

After 30 years selling equipment for environmental research we know equipment has, on the whole, become more reliable but we still sometimes see failures and, we still cannot guarantee equipment transit times when deliveries are performed by external couriers.

Coping with these failures has been a function of good customer support but as equipment becomes more critical to the successful completion of a project, this subject deserves more discussion particularly when equipment failure will impact very negatively on a project either financially or by loss of reputation.

From the aircraft example disaster mitigation is possible but equally, can be extremely expensive. No doubt you will address this subject in the planning stage of a project for budgeting/costing purposes.

Where Van Walt is concerned we would like to have this discussion with you at the earliest opportunity in the order process, whether for rental or purchase, so we can work together to find a cost effective solution. Our message is: if we know the severity of the potential negative impact to you we can cost a potential solution.

Of course you may suggest that each project is critical but we want to come to an understanding on the severity a malfunction might create... death threatening, loss of future business, risks to humans or ecological risks, financial penalties.... only by scaling like this is it possible to assess the extent of mitigation that should be offered and costed out. For example we can:

- duplicate equipment at preferential rates
- supply equipment earlier to avoid start delays
- provide telemetry as an early warning of data retrieval
- send rental equipment early at reduced rental rates
- visit you on site for training or installation advice to ensure you are up and running instantly
- help you pre-install software or prepare equipment in the office prior to deployment.

All or a combination of these is possible if we know, in advance, the details of your project. So if we interrogate you during initial discussions our motive is purely to assess your exact requirements.