



Our Software Philosophy	<p>Centric Design chooses Citect software as our SCADA system engine because it provides <u>superior features at an economical price</u>.</p> <p>The Citect engine is used widely, throughout the world, with satisfied users in every industry.</p> <p>Centric Design and Citect always <u>meet our clients high standards for performance, features, and service</u> at an attractive, competitive cost.</p>
Reputation	<p>Our clients know by experience that Centric Design provides <u>innovative, user-friendly SCADA solutions</u> to their monitoring and control requirements</p> <p>Centric Design chooses to use Citect software because they are a world leader in innovative SCADA software. Citect software is <u>used in more SCADA systems world-wide</u> than any other software. Their software also powers the <u>world's largest SCADA system</u>; over 500,000 actual I/O data points in a single system. Citect also recently became a part of Schneider Electric.</p>
Scaleable	<p>Centric Design clients often need to start their SCADA systems out small due to budget constraints or other business realities. When they do, they are always initially concerned about the ability to of the system to grow without incurring extra costs.</p> <p>Every Centric Design system using Citect software is <u>fully scaleable</u>. Centric Design's clients receive the same SCADA engine that powers Citect's 500,000 point SCADA system.</p> <p>Centric Design clients don't worry about losing their initial SCADA investment. They know their system can grow to any size with no financial penalty. When our clients need to expand a Centric Design system there is no software replacement, no system replacement, no expensive retraining of facility operators; the entire initial investment is safe no matter how big the system may become.</p>
Redundancy	<p>In mission-critical SCADA systems, redundancy is a critical requirement. Many SCADA vendors achieve so-called redundancy by adding computers complex hardware switches and custom code to detect a computer failure. Such a solution adds a great deal of complexity and additional failure points to a critical system.</p>



Centric Design SCADA systems, using the Citect SCADA engine, provide built-in redundancy capability. Our SCADA systems can be configured to run with redundant computers for any or all SCADA processes--redundancy is built-in to the SCADA engine. Centric Design SCADA systems can recognize failure and transfer system operation without any external action. When the primary server is restored, the system automatically recognizes the restored server and transfers operation and all historical trend and alarm data back to the primary server.

Centric Design SCADA systems can also provide complete redundancy in communication channels and I/O devices.

Centric Design clients know that if they need it, redundancy is built in and we don't include complex tricks, failures points, or add-ons to get it.

Version Control

Citect software is constantly updated to increase functionality; new versions are released regularly. Citect designers exercise discipline in their version changes. Functionality in old versions is maintained in each new release. So a customer that started with version 3.0 can upgrade to version 6.1 and all of the functions in the original system will work in the new version.

Without version control, a system that can grow over time is of little value. Strict version control is critical to the long-term health of any system. Centric Design customers know that they can grow their system over time because version control is maintained in each release.

Centric's Gold Support Agreement guarantees that our clients will always be using the most recent version of software. Version control ensures that their system will maintain its original functionality through each version release.

Design Tools

Many clients want the system design tools so they can perform simple system maintenance. Centric Design and Citect supply the design tools with every system at no extra charge. Our design tools provide a simple user interface for minor system maintenance tasks.

If our client wants advanced training in the use of the design package, it is available either through Centric Design or Citect.



Protocols

Each device in your system communicates to the system computer using a specific language or protocol. Many vendors charge additional fees for additional protocols. This can be a significant cost adder to system.

The Citect SCADA engine supports over 100 communication protocols including Modbus and DNP. Most protocols come standard and are shipped with every system.

With a Centric Design SCADA system there are no "extra" or hidden charges just because you add a device with a different protocol. We protect your investment today and tomorrow.

Technical Support

A major concern in any SCADA system is the availability of technical support after the system is operational. Centric Design provides technical support by telephone and the Internet to ensure that your system continues to operate to your satisfaction. Citect also provides technical support by telephone.

Centric Design and Citect are committed to provide timely and accurate technical support. Our deeply rooted commitment to client satisfaction ensures that you will always have access to system design professionals that will keep your system running.

Professional Services

Centric Design is committed to the highest standard of professional service. When a project is extremely large, Centric Design teams with the Citect Professional Services Group to maintain our commitment. The Citect Professional Services Group includes some of the best SCADA design professionals in the world. They work on the largest and most complex systems every day.

The combination of Centric Design and Citect Professional Services Group provides design resources to meet any system design requirement, no matter how small or how large.
