

# General FAQ

## Does OSI have a Quality Assurance program?

Yes. OSI is an ISO 9001:2000 certified enterprise.

## What is OSI's Quality Policy?

Our corporate Quality Policy is as follows:

"We are committed to building honest and enduring partnerships with our customers and contributing to their success by providing highly advanced and innovative utility automation solutions.

We will achieve this through technical excellence, the development of highly reliable products, and superior customer service. We will strive to exceed our customers' expectations in every aspect by careful attention to quality and continual process improvement.

The quality of our products and services will be achieved through the collective commitment of our employees to Total Customer Satisfaction.

We are committed to meeting all requirements and continually improving the effectiveness of our Quality Management System."

## How does OSI differentiate itself from other suppliers?

OSI's technology has been designed holistically from the ground up. It is a cohesive, modern and 'open' architecture that is modular, easily expandable, very secure, easily maintainable, and it can be implemented quickly (weeks instead of months).

Our 'total customer focus' approach to all of our engagements with our customers distinguishes us from other suppliers. We enjoy nearly a 100% client satisfaction rating, the highest in the industry.

We strive hard to meet the needs of our clients and provide solutions that are reliable, secure, open, and easy to install and maintain. Our technology has one of the lowest overall costs of ownership and maintenance due to its modular architecture.

## What is the largest system implemented?

If you look at some of our clients, you will see transmission and distribution utilities with very large networks. For example, Los Angeles Department of Water and Power; Consumers Energy; Aquila, Inc.; Salt River Project; and Oklahoma Gas & Electric are amongst our largest users.

## What is the smallest system implemented?

Due to the flexibility of the product, our **monarch lite™** platform can be implemented as a substation HMI or a small distribution SCADA system with a handful of RTUs. The product is scalable and as you grow your service territory or mission, the platform can grow with you.

## What is a typical implementation schedule?

We have implemented smaller systems as fast as 4-8 weeks, and larger systems as fast as 9-12 months.

# General FAQ

## **Does OSI provide customized solutions?**

Yes. We generally use our product platform as the basis of offering customized solutions to our customers. To the extent possible, the customizations will be handled as Product enhancements and included in our baseline software. Our products are very flexible and customizable via database driven configuration management tools and can be easily adapted for a particular application.

## **Would OSI assist in database and display conversions from our legacy system?**

Yes. We have developed a number of conversion utilities to convert most common database and display formats to our native formats. This entails you extracting your proprietary data formats to a common format prescribed by our system, in plain text or XML format. Please contact your sales representative for particulars.

## **What advanced applications does OSI offer?**

OSI has a full suite of advanced applications for various utility operations. For electric utilities, OSI offers a rich set of Transmission Security Analysis functions, Generation Dispatch and Scheduling functions, and Distribution Analysis functions. These are categorized as Energy Management System (EMS), Generation Management System (GMS), and Distribution Management System (DMS) applications. Please refer to the product pages of this Web site. For other network operations, OSI offers flow monitoring and control applications, loss detection applications, and scheduling and optimization applications.

## **Does OSI offer Energy Market functions?**

Yes. Market Participants can use our powerful Generation Management System (GMS) products to interface with Energy Market operators. The interface can be setup as a one-way communication from the Energy Market to the participant where the Market deployment instructions are received and implemented in real-time by our GMS. The interface can also be setup to be bi-directional where the Market Participant would submit bids, energy schedules, and resource schedules to the Energy Market through our GMS. OSI has customer participants in various USA energy markets/regional power pools such as ERCOT, MISO, PJM, NYISO, CAISO, SPP, etc.

## **What other services does OSI offer?**

In addition to project implementation services, OSI offers extensive after-market product add-ons, Software Support services, Patch Management services, Cyber Security Audits, Customized Design Consulting, and Training. OSI is recognized by the North American Electric Reliability Corporation (NERC) as a Continuing Education (CE) provider. CE credits can be earned by participants for **OSI University™** courses dealing with Operator Training, Grid Security, Cyber Security and Operational Awareness. For a comprehensive list of CE certified courses please contact OSI at [training@osii.com](mailto:training@osii.com).

# General FAQ

## Getting in Touch with OSI - Other Subjects

OSI welcomes your input about all aspects of our product and service offerings. You may find the following email addresses useful:

- [support@osii.com](mailto:support@osii.com) - Customer Support Team
- [quote@osii.com](mailto:quote@osii.com) - Request sales or product information
- [ideas@osii.com](mailto:ideas@osii.com) - Suggestions for improving products and services
- [training@osii.com](mailto:training@osii.com) - monarch™ training information
- [sales@osii.com](mailto:sales@osii.com) - General questions or information
- [customerrelations@osii.com](mailto:customerrelations@osii.com) - After market quote requests and general assistance

For specific regional questions and information please see the OSI Web site/Contact Us page.  
site/Contact us page.