THE SCRIPT
Summer Issue

Special points of interest:

- Changes in Envitech License pricing and support policies.
- XML Reporter with Schema 3.0 QA support is being expanded for AQS QA submissions.
- GoToAssist self help features continue to expand.
- Envista and Ultimate products continue to add features and in crease in value.
- MaintainView Installs proceeding

USA Policies Make Doing More with Less a Priority

As we move into summer we do not know the details of how a new US EPA administration and future budgets will affect the funding available in grants that support air quality monitoring and public information programs. But it seems a certainty that future environmental grant commitments will be downsized. Regardless, our commitment to the goal of delivering quality data and public information remains unchanged. The change in political climate just means we need to do even more with less. In this issue we focus on the product and service initiatives that will assist in this effort.

DR DAS remains committed to bringing our customers meaningful updates and new features. These enhancements are available to all customers with active annual maintenance plans for the software licenses they have purchased.

There is a new logbook security feature in both Envista and Ultimate software to meet EPA guidelines. Ultimate had added numerous new protocols and auto recovery features for popular instrument lines.

XML Reporter is improved with additional QA records being supported.

Android and iOS apps are being enhanced with the public education and awareness elements of the Air Quality Kiosk application.

Envista's MaintainView addin has been enhanced with seamless interaction with Envidas Ultimate for running calibration sequences on demand and loading results.

For our GoToAssist Service Support System the improvement efforts are focused on the expansion of Knowledge Base items available as self-help. Achieving faster resolutions while lowering costs to our customers is paramount and by increasing our self help features we have made substantial progress in that direction.

And as a demonstration of collaboration among agencies DR DAS is undertaking a pro bono effort to combine data from multiple Envista user organizations in a New York City regional air quality information site.

Event Announcement

Platinum Sponsor of the National Ambient Air Monitoring Conference

Austin TX
September 11-13

The National Air Monitoring Conference is put on by US EPA in conjunction with the National Association of Clean Air Agencies (NACAA). Air quality staff involved with operating, planning, or managing air monitoring networks and reporting data to AQS, AIRNOW, and other users will be attending. Please visit with Andrew Montz and David Farhi at exhibit booth 4. There you can learn about new security features in Envista ARM and Envidas Ultimate, the release of the NextGen Envista Web Edition,, the Envista Web API and phone Apps and advances in XML Reporter's AQS reporting.

Phone Apps Distribute Personalized AQI

Envitech has refined their new phone app available for both Android and iOS operating systems. This application can be purchased as a one-time license and is specifically branded to the agency that purchases it. The license includes unlimited free downloads from the respective app stores for each operating system.

This provides public access to conveniently stay updated with the air quality and meteorological status around them!

The app has similarities to the full Envista web application in that it supports AQI, pollutant and meteorological maps and reports. B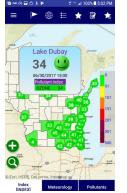ut in the Apps users have the ability to add favorites so they can always know the status of how their air is, near their homes or children's school, for example. The application is aesthetically pleasing and easy to understand with its AQI color-coding matched with corresponding emoticon faces.

We are looking for new and exciting ways to reach out to the public and educate about the importance of the quality of our air and the importance of monitoring it.

Some may remember that Envista ARM;s Kiosk application offers educational content. We ae working to add these features to the iOS/Android app to help increase the educational benefit of the app. In the end, this is a well rounded application that communicates essential AQI, pollutant and meteorological information, while still being educational and appealing to the general public including children. It is air quality data for all ages.

Sidebar callouts

Add AQI phone Apps to your Envista system to reach 1000's more users with your air quality public information messages.

Envista ARM Unlimited Edition license holders can receive the Envista ARM API to support the phone apps at no additional license fee.

Attention

Annual Maintenance Customers:

Make sure you upgrade regularly and renew your agreements on time!

New Features – Time to Upgrade your Programs

ULTIMATE

Ultimate Reporter now has new security features and logbooks that meet EPA guidelines.

Cal reports mimic Envista ARM reports

New device protocol s added for low cost PM sensors.

Data recovery from Thermo Fisher gas analyzers added to the auto recovery feature that existed for Met One BAM, TAPI gas analyzers, and Campbell Dataloggers.

ENVISTA

Along with the changes to Ultimate users will be happy to know that Envista has also seen considerable enhancements and new features this year.

User passwords are now encrypted.

There is new logbook content and security features.

We are excited to say that we have now met all of the new EPA guidelines relating to security.

XML REPORTER

At the end of June XML Reporter Version 5.1.0 was released. Looking back the past few months there has been a variety of new features added.

AQS code checking has been added to the Report Definition Form. It has been added with color-coding and is able to identify missing and/or invalid codes. Support for the AQS AA, MA and MB records has also been added, including, AA information on Basic Site Data and Geographic Monitoring Locations, MA recording now supporting Basic Monitoring Data and MB records supporting the sampling period beginning and ending dates.

AQS Quality Assurance records have also seen some improvements including addition of a Lead Analysis Audit, Speciated Flow Rate Verification and Speciated Flow Rate Semiannual Audits.

Support for the Quality Assurance tables used in the MaintainView add-in to Envista has been added as well!

MaintainView - Rolling Out in USA and Canada

MaintainView is an Envista ARM add-on developed by Envitech LTD and has been used in Israel at major monitoring programs for more than four years. In the USA it is being implemented by the State of Wisconsin and Delaware. Across Canada up to 6 provinces are anticipated to add MaintainView to their Envista systems before March 31 2018.

It supports inventory management, calibration and audit entry and a service request system to document scheduled and as needed maintenance work preformed at with the moni-

toring network, labs and support offices.

New features within MaintainView include an API interface with Ultimate log-

gers. The form in the image above shows how MaintainView allows logger access to execute and retrieve results of QA operations.

MaintainView has many features to support your environmental monitoring network, including equipment inventory and a ticket system for your internal service and QA activities.

GoToAssist a Year Later

It has been a whole year since we introduced our new ITSM (IT Service Management) System. Making the move from SysAID to GoToAssist was a no brainer for us. We knew that we needed a system that was easy for customers to use, could provide computer to computer access and a flourishing self help center. Simply put, we went with the best, the ITSM system that gave us all we needed and more to make our communication with the customer as easy as pie. That sentiment brings us to where we are today, with GoToAssist a year later.

The move from SysAID took a considerable amount of time. We had to populate our user base adding contact information and adding appropriate permissions to

different agencies and their heads. We also had to begin filling our knowledge base so that the features available became accessible to our users.

Additionally, informing all of our customers of the move and taking the time to make sure they understood how to use the new system took great care. Fast forward to today however and we have a expansive knowledge base with more than 200 useful self help articles that can be found with a simple search, 250 users and considerable positive user feedback.

Regarding the feedback, even though it has been a year, we know we are still learning parts of the system (and how to best incorporate it into our office). The idea of the feedback system is invaluable to us, and we highly

recommend its honest use. If something takes too long, tell us! If your ticket wasn't adequately resolved, tell us! If you had questions still when the ticket was closed, tell us! If you think we should have turned your ticket into a knowledge base entry, tell us! Please use the feedback system honestly. We appreciate your responses—it makes us better.

GoToAssist has really helped us connect with our users and offer multiple means of communication. We certainly see this move as being a great success! The positive feedback that we have received from customers about GoToAssist has been amazing. With the current grant reductions we feel this will continue to be a invaluable resource to our customers going forward.

If you don't have a GoToAssist account you can request one by e-mailing gotoassistsignup@dr-das.com. This also provides access to our Knowledge Base!

DR DAS implements GoToAssist by Citrix to host a new knowledge base and ticket system offering superior support tools and offering a better support delivery experience to our customers.

DR DAS

environmental data flows

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Your Prescription for Quality Data.

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DR DAS LTD is a Veteran owned, Ohio small business. Established in 1996 we have been the exclusive North and Central American distributor of Envitech Ltd. products since 1997. Envitech Ltd. is the leading global supplier of continuous environmental data collection monitoring software called Envista Air Resources Manager (ARM) As the North American distributor for Envitech Ltd for 15 years, DR DAS has assisted many organizations in the process of modernizing their monitoring operations through implementation of Envitech software.

Business activities support modernization of monitoring programs in the environmental, safety and quality domains. The solutions offered by DR DAS leverage advances in IT and instrumentation to offer its customers software tools, service and training that reduces operations and maintenance costs while enhancing data quality. We also develop additional software components (Add-Ins) to meet Federal, State and local requirements of our customers if these specific features are not available within the Envista system.

Projects undertaken by DR DAS LTD can be in any application involving data collection, analysis, modeling and reporting. Monitoring project experience includes Ambient Air, Meteorology, Emissions, Water, Noise and Radiation

Whether your organization is considering a network overhaul of just needs to accomplish a special project our staff have the experience and knowledge to assist. Because we work every day with the instrumentation used in environmental monitoring we are the best equipped resource to answer the questions related to instruments and their communications and data acquisition capabilities. Our extensive library included all product manuals, support software and 100's of Tech notes and White papers that can assist the monitoring community.

Expanding Global Use of Envitech Products Affects Staff Needs and Revenue Model Changes

The demand for Envitech LTD's core products has grown worldwide. Based in part on the success of National Network projects done by DR DAS and Envitech Europe, the Government of South Africa recently contracted with Envitech to modernize their National and State Networks. In response to this and many other new projects we are pleased to announce that they will be doubling their CS and support staff over the next six months to meet user demand.

Understandably, after maintaining prices for over 10 years now Envitech has published a new distributor price list, which goes into effect on July 1st. Envitech's price increase will be reflected in new quotations, on products to be delivered after July 1. Pricing is any quotes issued before July 1 will be honored for 60 days from the quote date. Pricing in existing contracts remains unaffected.

Core products like Ultimate and Envista will increase by about 10%. Other licenses like the Unlimited version of ARM will be coming with new features like Envista API at no added charge. We keenly wait for even more amazing support and new features in the near future.

Examples of changes:

- Ultimate Lite increases by $186

- Ultimate 64 channel increases by $186

- Ultimate 32 channel increases by $93

- Ultimate 128 channel increases by $372

- Envista ARM Unlimited increases by $1,250

- MaintainView increases by $3,000

Please contact Andrew Montz for new quotes or questions regarding the pricing changes.

DR DAS LTD

Annual Maintenance Plan Changes

Envitech will now charge DR DAS for the delivery of software version updates. Access to such updates is now an added cost to DR DAS. Newly negotiated DR DAS Annual Maintenance Plans will necessarily pass along these increases.

To mitigate these increases DR DAS is offering an extension of the unlimited service and software updates included with new license purchases. The period will be 18 months for all products ordered at the new prices from July 1 to Dec 31 2016. After Dec 31 the period will revert to 12 months.