

Pipe Lines

A SCADA-focused Newsletter from Data Flow Systems
Issue 4, 2020



SAAS

The Coronavirus is waging war on the economies of our cities and counties. The hits to municipal revenues are coming from multiple directions. Local and state tax revenues, especially those heavily dependent upon sales tax and tourist-related revenues, are falling rapidly.

Residents suffering from layoffs and landlords who are unable to collect normal rents are delaying payment of their property taxes.

Water and electric utilities have been told not to cut off services to customers whose accounts are in arrears.

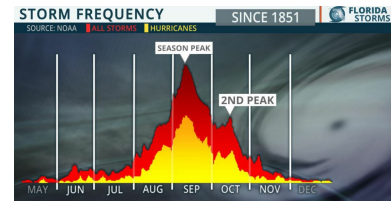
It's a vicious circle that leaves almost no one untouched.

Realizing that utility budgets are likely to be squeezed by the growing economic dilemma, DFS is promoting SCADA As A Service. SAAS requires very little in the way of up front capital expenditures and relies instead on a monthly service charge. New systems can be installed or existing systems can be enhanced for a fraction of the up-front costs of a new purchase. Ask our sales experts for the details.

DFS-Texas Shows Appreciation for Front Line Health Workers

Hurricane Season Is Approaching

Now is the time to send in RA orders!



We may all be forgiven if, during the disruption and confusion of the Coronavirus, we have overlooked this year's looming hurricane season.

We certainly have plenty of legitimate distractions to divert our attentions, but the cold, hard truth is simply that hurricane season doesn't care about the Coronavirus. It will arrive here on June 1, ready or not, and the National Hurricane Center is predicting a busier than normal season.

Many utilities accumulate repair orders until their supply of spare parts begins to dwindle and then send them all in at one time. We never think that's a good idea, but it's especially risky during hurricane season.

When a hurricane hits the Southeastern states or the Gulf Coast, the avalanche of return authorization requests begins and utility customers begin to get anxious when the load on our repair facility causes turnaround times to lengthen.

Spare parts are of no use if you don't have them when they're needed. Don't risk being stuck without them. Heidi will be happy to take your call today (321-259-5009) and issue an RA to get your repairs completed.

DFS Names Dan McNamara Customer Service Manager

Dan McNamara was recently tapped to take the helm of Data Flow Systems' Customer Service Department.



Dan started at DFS three and a half years ago. He immediately demonstrated good organizational and communication skills and a focused attention to details. Putting his "fresh eyes" on the department quickly resulted in improved interdepartmental coordination and enhanced efficiency.



Ramon Maza, who heads DFS's Business Development efforts in Texas, delivers a pizza lunch to a health care facility in Fort Worth. We're happy to help.

He barely stepped into his new position when the confusion and disturbance of the Coronavirus struck. Dan quickly organized our service techs to work remotely from home in an arrangement that would not interfere with the techs' ability to work with customers. Our service experts can still come to the DFS facility, under our current virus-related guidelines, to update servers, PLCs, etc. The department has created their own virtual chat room that enables technicians to collaborate in real time with each other.

Dan has set his sights on enhanced relationships with our customers and improved communications with our customers as well as between the various departments at DFS.



How to acquire SCADA without large up-front expenditures? Ask us about SAAS.