Press Release
August 15, 2015

RTP is proud to announce a new on-site service available to all existing clients, the RTP Project Survey.

RTP systems are well known for their reliability and decades of longevity. We have been told that many times these systems remain in place while skilled, trained personnel that are adept in RTP system setup, operation and maintenance either change position or retire. This knowledge base is not always transferred, leaving the next team of I&C techs and engineers scrambling to gather pertinent information needed to make system modifications or enhancements and effectively maintain the RTP system.

In another scenario, the RTP system has been delivered fully functional and operational. All the pertinent data for monitoring and controlling the process is readily accessible and available. After passing the FAT (factory acceptance test) and SAT (site acceptance test), the RTP system is left in your capable hands to maintain. "What do I do now?" you may ask. RTP offers excellent training courses that are customized and tailored to your specific needs which you could attend. You may also take advantage of a new service being launched by RTP that is taking support to a new level.

RTP is providing the services of a resident RTP expert to come to your site and perform a comprehensive project survey. Our expert will locate, analyze and document all the pertinent system data and information. The user is provided with a full report that includes observations and recommendations. Hence assurance is provided that the system is operating at optimal performance. This report data also empowers the user with knowledge to enhance his proficiency in maintaining the RTP installation at peak performance. The project survey includes the following:

- Project summary/analysis indicating the performance of the RTP systems, any issues and recommendations.
- Versions of all RTP NetSuite applications and system firmware
- NetArrays project file details including file version, size, tag usage and IO configuration
- Node processor files and configuration parameters
- System data detailing system scan rate and bandwidth, temperatures, power supply voltages, etc.
- Operator log files with operator actions and history of changes
- RTPView project details including status of tags and connectivity
- RTPADA project details including alarm definitions, configurations, logs and system messages

Customers today are working under more pressure to meet increasing demands and to achieve greater results with fewer resources. RTP responds by providing services and solutions to help our customers achieve greater success more quickly with fewer headaches.

"Providing our customers with this new service affords our clients the opportunity to maximize their ROI and improve their proficiency which directly impacts system availability and profitability" says RTP president, Sal Provanzano.

RTP has many more benefits to offer. Feel free to visit our website to see how RTP systems are exponentially increasing availability, integrity and satisfying the ever growing concerns of cyber security. Read what RTP is doing to end the annual maintenance contract.

For more information on RTP products and services, please visit www.rtpcorp.com