EXTERNALIZATION
WITHIN DELTA CONTROLS

Delta Controls strives to maintain a continuous line of communication with our partners regarding product feedback and directional concepts. There are a number of vehicles we utilize to keep partners needs at the forefront of our research and development efforts:

ALPHA PROGRAM

Alpha products are generally not approved for use onsite. They rarely have certifications, and will have significant quality and feature deficiencies. In exceptional cases, Alpha grade products have been given to partners for express use on a particular site where a new, unique product is required to complete the solution. In these cases the customer must be made aware of the product grade being installed, and Delta cannot provide guarantees that the product will work as expected and may require replacement if issue are found that require a hardware update to resolve
.

BETA PROGRAM

Beta products may be provided to selected partners based on need for use onsite. Beta products typically have certification, or are in the certification process and are expected to pass. The intent of Beta is to gather operational site feedback,

to help find any product issues and get overall feedback about the product performance, ease of use, aesthetics, and reliability.

There are two categories of Beta product:

SW Products

- Typically general availability on a per-user basis in the support site https://support.deltacontrols.com/Products/BetaInformation (only select users have access to Beta SW downloads; this is administered by the partner. Each partner has employee(s) assigned as admin(s) on the Delta Passport site for their respective companies.)

- SW Beta products may be freely downloaded by those with the appropriate access, and are expected to be applied with precaution.

- Product feedback is obtained by monitoring support cases for the given software.

- After a time period (typically 1-3 months) SW products are upgraded from Beta to Release grade, if no major deficiencies are found. If major deficiencies are found, a new software build is generated and the SW product is re-posted for extended Beta runtime prior to release.

HW Products

- HW products are made available to partners upon request through the regional sales managers, or by contacting insidesales@deltacontrols.com

- Candidate project sites are evaluated as to applicability for each Beta product

- Expectation is for end-customer to be made aware that Beta products are being used, and may require future upgrade or replacement depending on outcome of field trials.

- Feedback to Delta is critical; product manager will request feedback from site technicians and response from partner is mandated. There may be field visits scheduled for product manager and members of development team to join partner onsite to observe and assist with deployment and commissioning, dependent upon Delta Controls' feedback needs.

EXTERNAL REVIEWS

Delta Controls runs an external review program for all products in development. This was introduced in late-2019. This program bring together a limited group of Delta Controls customers, selected by Delta Controls, to review various stages of product development. In general, external reviews may occur at these stages of development:

Product Concept
Product Vision and Scope
Design Review
Functional Review / Beta Release Review

The review sessions are recorded, and posted on the support site in the partner webinar feedback section so they can be reviewed later if missed:

https://support.deltacontrols.com/PartnerFeedback/WebHome

The external review group is limited and by invitation only.

FEATURE REQUESTS

Delta Controls encourages all partners to direct requests to:

featurerequests@deltacontrols.com

Upon receipt to this email, all requests are logged into our agile development system (JIRA) as tickets. Tickets are then sorted and prioritized, in the context of other ongoing developments. We strive to respond to all requests to provide some feedback to partners and versioning for feature inclusion if available.

PARTNER DIRECT DISCUSSIONS

On invitation, we occasionally bring partners representatives into our office in Surrey to spend a day or two with the teams here. During these visits the partner will typically sit with each product manager to review the roadmaps for each product line, and bring forth any existing concerns or opportunities for improvement or new innovation within the product line.

Additionally, the partner will also have the opportunity to interact with various leads for functional areas within the company, extending from development to manufacturing, marketing, and sales.

Delta Controls values these discussions and we look forward to continuing with them.