

Testimonials

SCADA Users - Our Best Salespeople

Since 1986, our goal has been to surprise SCADA users with outstanding software and support. Our motivated team works closely with you to get to the heart of your problem quickly. The feedback they collect helps to drive a steady stream of cutting-edge new features. This commitment to excellence and personal approach has won over a worldwide network of SCADA professionals by word-of-mouth.



**VTScada[®]
Support Team**

"I can't find anything wrong with your product and I find that really annoying."

Patrick Dorsey - Senior Programming Engineer, ARCADIS, New York

"We are very pleased with VTScada software and the service we received. The tech support team at Trihedral has been more than helpful. They don't make you feel uncomfortable about your experience when it comes to programming like other companies have. Doug and Jennifer have been a great help as have the other on call people that have helped me after hours."

Mike Fornier - Administrator at Crystal Clear Water Supply Corporation, Texas

"Is Trihedral offering any counseling for people overcome with excitement from the awesomeness of Version 11?"

Kevin Cook - Control Systems Technician, KRC Controls, Nova Scotia

"Not enough good things can be said about Doug and Jennifer [on the VTScada support team]. They are both very helpful, and super-fast to respond. Also, my past experience with VTScada made it an easy choice."

Jody Gallant - Electrical Technologist, J.D. Irving, Limited Sawmill Division, New Brunswick

"The continued support of the entire Trihedral team is the reason we continue to recommend and use this software."

Laurie Kusmaul - Sales and Project Engineer - Star Controls, Inc.

"I cannot over emphasize how incredible Trihedral's support is. It is the best in the industry as far as I'm concerned. Trihedral actually dedicates a specific person who knows us and is familiar with our system to be available 24/7 for six months in case we have an issue during a weather event. We have never had an issue where we were not able to get support."

Mike Bartlett - SCADA Control Analyst, Southwest Florida Water Management District, Florida

"The power you have with VTScada, whether you are using Ethernet, Serial or whatever, it is no problem with VTScada. VTScada is just so flexible, works with so many manufacturers that it is no problem using it on any project"

Ben Gray - Owner, Central Texas Water Maintenance, Texas

"What has impressed me most about Trihedral and VTScada is not simply the incredible design of the software and smooth transition from our previous HMI package, or even its low cost compared to other products, but the accessibility of staff and their pride in their product. Service has become a lost principle in today's economy. It's not lost at Trihedral. Like our integrator, it feels more like Trihedral is part of our SCADA department rather than a vendor. You guys are good. Really good."

Jay Nicholson - Joint Municipal Water and Sewer Commission, Lexington, South Carolina

"Knowing that support is there makes me more comfortable about using new features and adding new things. It would be so simple to just buy it and forget about it for five or ten years. I like those feature updates."

Chris Drey was Water Superintendent - Village of Romeoville, Illinois

"Trihedral's training exceeded my expectations. I found the session customer-focused with a commitment to satisfy each student's personal objectives. [The instructor] cited real world experiences along with the course material and tailored the delivery to fit the student composition. Anyone interested in exploiting the Trihedral system should consider this course."

Mike Katherina - SCADA Support Specialist, Southwest Florida Water Management District, Florida

"Many thanks to you and your team. It is very rare to have a relationship with the level of support and professionalism that Trihedral provides. We look forward to continuing our fervent support of your SCADA software."

Lee Kibler - Plant Supervisor, Riviera Utilities, Alabama

"When they showed me the kind of support they were willing to offer, it was a no brainer. We absolutely have to maintain that support contract forever. They have always jumped through hoops to make whatever problem I have, big or small, go away. In this industry you don't often find that. When you do, you tend to stick with it. Absolutely, Trihedral is the way to go. I tell everybody that. I wouldn't even look at anyone else. The support that I receive and the functionality I get from the system are more than I could have asked for."

Mark Utesch - SCADA Instrumentation Technician, City of Altamonte Springs, Florida

"The tech support at Trihedral is second to none. They can get to the heart of the problem from almost anywhere. That's the truth."

Mark Russo - Retired Wastewater Treatment Plant Operator, Fountain Hills Sanitation District, Arizona

"I can state unequivocally that 'providing a quality product with exceptional services' is not only part of their mission statement, it really is part of their business culture. From our first phone call requesting help, they took total ownership of my problem, made it theirs, and engineered a solution with little support from the hardware vendor. It is a comfort to know that I can count on Trihedral to help CSE Engineering, Inc., be successful in our business."

Craig C. Corzine - CSE Engineering Inc., California

"Your support is quite impressive; it has been invaluable to us in this project."

Wray Lemke - Mt. Pleasant Radio Co, Inc., South Carolina

"They are always easy to get a hold of or will get back to you quickly. You never have a concern that if you leave a voice mail or an email that it's going into oblivion."

Shawn Derrington - IT Director, Georgetown Municipal Water & Sewer Service, Kentucky

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