

WINDOGRAPHER MONITOR – TRIAL GUIDE & SUCCESS CRITERIA

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1. PURPOSE

This document defines the scope, responsibilities, support model, and success criteria for a trial of Windographer Monitor. It is intended to ensure a clear, efficient evaluation and a definition of success at the end of the trial.

2. WHAT WINDOGRAPHER MONITOR DOES

Windographer Monitor is a lightweight desktop application that automates ingestion and quality control (QC) for met-mast, LiDAR, and SoDAR data streams. It monitors designated folders for new raw files, imports and QC-checks them, and appends results into an existing windog file (recommended) or a SQL database. A background service performs folder scanning; the desktop app provides configuration, status, logs, and alerts.

3. TRIAL SCOPE AND TIMELINE

Typical trial duration: 2 weeks (unless otherwise agreed).

Trial phases (typical):

- Kick-off: confirm objectives, sites/datasets, users, and environment readiness.
- Setup (1st day): configure folder structure, windog datasets, Monitor datasets, and QC profiles; validate first imports.
- Operational trial (2 weeks): continuous ingestion and QC, user adoption, and feedback capture.
- Close-out (end of trial period): KPI scorecard review, and next-step plan.

4. ROLES AND RESPONSIBILITIES (TRIAL OPERATING MODEL)

The trial is most successful when both parties follow a clear division of responsibilities.

Table 4.1: Responsibilities during trial period

Area	UL Solutions / Windographer team provides	Customer provides
Software access	Trial license and access to Windographer Monitor.	A suitable Windows machine/environment to run the Monitor service and application.
Onboarding guidance	Customer-facing guidance, reference configuration and recommendations.	Named points of contact (primary + backup) and availability for kick-off and key checkpoints.
Support during trial	Remote support for product-related questions (configuration, ingestion, QC behavior, troubleshooting).	First-line operation: run the tool, review alerts, investigate issues, and apply operational fixes in your environment.
Data readiness	Best-practice recommendations on inputs, dataset setup, and QC profile structure.	Create/verify destination datasets in the windog file before monitoring; ensure continuous raw data delivery into the correct input folders.
Feedback & evaluation	Structured collection of feedback and trial KPI review; synthesis of themes and recommendations.	Use the software in normal operations and provide timely feedback (what works, what does not, and priority improvements).

5. IMPORTANT BOUNDARIES

- **Customer-owned deployment and data:** You control and are responsible for your environment, configuration choices, and data governance (access, retention, security, backups).
- **Guidance and remote support** only: UL Solutions does not perform hands-on installation or operate/configure software on customer-owned systems.
- **Monitor appends to existing datasets:** Destination datasets must already exist and be correctly configured before automated ingestion begins.

6. CUSTOMER EXPECTATIONS DURING THE TRIAL

To obtain meaningful results, the customer agrees to:

- Provide a **dedicated** or always-on **Windows environment** where the Monitor service can run continuously.
- **Prepare windog datasets** upfront (IDs, metadata, columns/units, sensor heights, and time zone) for each dataset in scope.
- Ensure **continuous raw data delivery** into the designated dataset **input folders** and maintain clean segregation between datasets.
- **Assign an operational owner** to review the Status/Activity views, respond to QC alerts/errors, and coordinate corrective actions.
- **Use the product regularly** (day-to-day monitoring) and submit feedback.

7. UL SOLUTIONS COMMITMENTS DURING THE TRIAL

UL Solutions will:

- Provide **trial access to Windographer Monitor** and supporting documentation.
- Run a **kick-off session** to align on scope, environment prerequisites, and evaluation criteria.
- Offer **remote support for product-related issues and configuration questions** within agreed support hours/channels.
- Provide an **evaluation scorecard template** and facilitate **end-of-trial review**.

8. SUCCESS CRITERIA: HOW WE DEFINE A SUCCESSFUL TRIAL

A trial is considered successful when the following outcomes are demonstrated for the agreed scope (sites/datasets/users):

Table 8.1: KPIs and criteria

Criterion	What “success” looks like	Evidence / how measured
Reliable monitoring pipeline	Ingestion runs continuously with minimal manual intervention; expected files are processed on schedule.	Status tab shows healthy timeliness; low rate of ingestion errors; confirmed append results in windog.
QC applied automatically	QC profiles run on newly ingested data and produce expected flags/alerts.	Activity tab shows QC actions: spot checks in Windographer confirm correct flagging.
Operational visibility	Users can quickly identify missing data, QC issues, and errors using the dashboard views.	Status grid trends, Events/Logs support troubleshooting; issues are actionable and understandable.
Resilience to change	Common changes (new dataset, column mapping adjustments, logger format changes) are manageable without breaking ingestion.	Change events documented; recovery time within acceptable limits; WAS mapping updates are traceable.
Efficiency improvement	Reduced recurring effort vs. prior process (ingestion checks, QC review, issue detection).	Qualitative user feedback + simple before/after time estimate; fewer manual steps reported.
User acceptance	Users judge the tool valuable for day-to-day monitoring and would continue using it.	Short survey (0–5) + top 3 likes/pain points; recommendation (Yes/No) with rationale.

9. END-OF-TRIAL OUTPUTS AND SUBSCRIPTION DECISION

At the end of the trial, the customer should have:

- A validated, production-ready monitoring configuration (folder structure, monitored dataset list, QC profiles, and destination windog file(s)).
- A completed trial scorecard summarizing KPIs, operational highlights, and issues encountered.
- A feedback log of usability observations and prioritized improvement requests.

10. APPENDIX A – QUICK READINESS CHECKLIST (BEFORE KICK-OFF)

1. Windows machine available (dedicated/always-on recommended).
2. Admin access is available for installation and starting the folder-scanner service.
3. Input folder locations defined and accessible (service account has read access).
4. Output/Archive locations defined and accessible (service account has write access).
5. Windog file created per site and destination datasets pre-created and verified.
6. Representative raw file(s) available for each measurement system in scope.
7. Named primary and backup users confirmed.

11. APPENDIX B – TRIAL SCORECARD (CHECKBOXES)

Use this scorecard to capture outcomes during the trial. Complete once at close-out and share with UL Solutions.

11.1 Trial information

- Customer name: _____
- Trial period (start – end): _____
- Sites / datasets in scope: _____
- Customer primary contact: _____
- UL Solutions primary contact: _____
- Monitor version: _____

11.2 Success criteria scorecard

Mark one status per criterion and add brief notes/evidence (screenshots, logs, examples).

Table 11.1: Scorecard 1= not meet; 3= partially meet; 5= meet

Criterion	1	3	5	Notes / evidence
Reliable monitoring pipeline: Ingestion runs continuously; expected files are processed on schedule with minimal manual intervention.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
QC applied automatically: QC profiles run on newly ingested data; expected flags and alerts appear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Operational visibility: Users can quickly identify missing data, QC issues, and ingestion errors using Status/Activity/Events/Logs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Resilience to change: Common changes (new dataset, logger format/channel changes, mapping updates) are manageable without breaking ingestion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Efficiency improvement: Reduced recurring effort vs. prior process (ingestion checks, QC review, issue detection).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
User acceptance: Users consider the tool valuable for day-to-day monitoring and would continue using it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

11.3 User feedback (quick)

Overall satisfaction (0–5): 0 1 2 3 4 5

Would you recommend adopting Windographer Monitor internally? Yes No

Top 3 positives:

- _____
- _____
- _____

Top 3 issues / improvement requests:

- _____
- _____
- _____