

Smart Grid Solution Provider Scorecard



1. Functional Scope:

- AMI
- DA
- Outage management
- DER orchestration
- Customer portals.



2. Standards compliance:

- IEC 61850
- DNP3
- IEEE 2030
- MQTT support.



3. Performance & SLAs

- Sub-second latency
- >99.9% availability
- Guaranteed throughput.



4. Cybersecurity NERC

- Cybersecurity NERC CIP/ISO 27001 certifications
- SOC 2 audits
- incident-response readiness



5. Scalability & Roadmap

- API-first design
- Containerized architecture
- AI/ML analytics



6. Total Ownership Cost

- Clear breakdown of licensing
- Hardware & Installation
- Training and O&M costs.



7. Proven Track Record

- Case studies
- Case stories
- Blog articles
- Media



8. Implementation & Support

- In-house expertise
- Partner network
- Knowledge transfer
- 24/7 helpdesk
- Regional field teams