

# Australian Control Engineering (ACE) - Newsletter

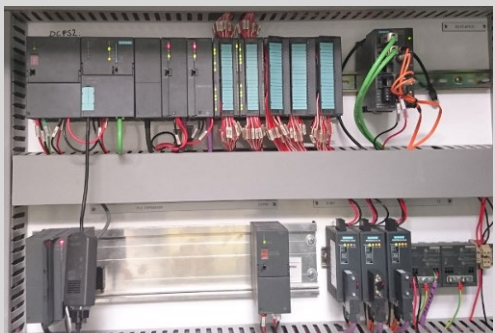
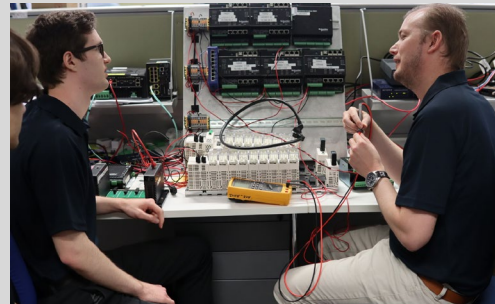
We Go the Extra Mile for Our Clients!

March 2021

## ACE Team Goals

ACE encourages our young and enthusiastic team to:

- Grow in Expertise.
- Grow in Confidence.
- Grow in Job Satisfaction.
- Grow in Number.
- Grow in Delighting Our Clients with Superior Service!



## IT and OT Convergence – The Coming Together of Two Very Different Worlds.

We are all familiar with the IT (Information Technology) world – usually headed up by Cisco. However, that other world – OT (Operational Technology) is perhaps not so widely understood. The main difference is that IT systems control the management of data, whereas OT devices control the physical world.

According to Gartner:

*“Operational technology (OT) is hardware and software that detects or causes a change, through the direct monitoring and/or control of industrial equipment, assets, processes and events” – Gartner Research.*

Now, it is at the intersection of these two worlds that ACE provides the most value to our clients.

Increasingly, this blurring of these two worlds has become the sweet spot for our enthusiastic team of engineers.

We get enormous satisfaction when we assist our clients in the, sometimes challenging, transition towards IT/OT convergence. This is our specialty at ACE.

As a SCADA & Control system engineering solution provider we always strive to listen to our clients very carefully – and to understand the long-term goals, while providing short term, maintenance fixes.

In our engineering design, we also consider the aspects of security and remote monitoring of critical locations. As OT devices are increasingly being connected to IT networks, adequate security and risk strategies are essential.

We become [COPA-DATA](#)'s system integrator recently. This enables us to provide the best product and services to our clients in power systems industry.

**WORLD  
WATER DAY**  
MARCH 22

"Spend a lot of time talking to customers face-to-face. You'd be amazed how many companies don't listen to their customers."  
– Ross Perot



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# Happy Team, Happy Clients



**Congratulations** to Vikram and his wife Priyanka, on a new addition to the family. A new baby girl (Vinaya) born on 06/03/2021.



## Community Support

A big applause to the artist (Jane) from **Valued Lives**. We are truly impressed with her painting. Well done Jane!

Thumbs up to the **Valued Lives Foundation** in supporting people with disabilities to make a difference.



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