

Buyer's Requirements Checklist – 4G LTE for Critical Infrastructure

Evaluation Category	Key Considerations	Digi	Vendor B	Vendor C
Product Performance & Reliability	Multi-carrier	✓		
	Ethernet ports	2		
	RS-232/422/485 serial	✓		
	Power input	9-30 VDC		
	Analog and digital I/O	✓		
	Operating temperature range	-30° C to 70° C		
	Electric grounding	✓		
	Mounting options	DIN or Wall		
	Warranty period	5 Years		
Cellular Network Support	Is the device certified to work on my primary network?	✓		
	Does the device fallback from the primary carrier to a secondary carrier?	✓		
	Can I switch the device to another cellular network once it's in the field?	✓		
	Are there tools to help me visually see problems and be alerted when they happen?	✓		
	Does the device actively ping the cellular network to maintain a reliable connection?	✓		
Network & Security Architecture	Does the device have a stateful firewall?	✓		
	Does the device support port isolation and VLAN tagging?	✓		
	Can I disable or block unused services and ports?	✓		
	Does the device support user authentication via RADIUS and TACACS+?	✓		
	Does the device support VPN and encryption?	✓		
	Does the device support event logging and alarming in the event of security breach?	✓		
	Does the device include any physical security support?	✓		
	Can you secure and synchronize the device configuration files?	✓		
Remote Management	Does the vendor provide application specific documentation to help with configuration?	✓		
	Does the vendor have a centralized management tool?	✓		
	Do we have to host, support and back up the tool?	✓		
	We use a private cellular network – can I still use this tool?	✓		
	Does the management tool help us troubleshoot problem devices?	✓		
	Does the management tool support firmware updates?	✓		
	Does the management tool support customized data reporting?	✓		
	Does the management tool report temperature, CPU utilization and latency?	✓		
	Is the management tool PCI certified?	✓		
	Does the device have a protocol analyzer tool for evaluating packet loss/delivery?	✓		
	Does the device support SNMP v2/v3?	✓		
Total Cost of Ownership	Does the device have a useful, accessible WebUI and CLI?	✓		
	Does the vendor charge an additional annual fee for software?	No		
	Does the warranty term match our expected operational life?			
	If not, does the vendor charge for warranty extensions?	No		
Vendor Compatibility	Does the vendor offer Technical Support in individual case packs AND annual contracts, or do they only offer an annual contract?	✓		
	How long has the vendor been in business?	Est. 1985		
	Is the vendor publicly traded or privately held?	Public		
	Is the vendor stable and profitable?	✓		
	Is the vendor proactive in communicating life-cycle management actions like end-of-life notices?	✓		
	Is the vendor proactive in sharing applicable roadmap items and soliciting our feedback?	✓		
	Do the vendor's geographic resources match our geographic needs and plans?			