

## 1 - The "Siloed Systems" Pitfall (Lack of Unified Management):

- **Failure:** Installing various low voltage systems (e.g., access control, CCTV, intercom) that operate independently without a centralized management platform or proper integration.
- **Customer Impact:** Inefficient operations, requiring staff to learn and manage multiple, disparate systems. Inability to correlate events across systems (e.g., an access denial event not easily linked to corresponding video footage). Increased training overhead and potential for human error.
- **GC Impact:** When your low voltage subcontractor installs systems that don't talk to each other, the client ends up with a clunky, inefficient building. This means more complaints for you post-handover, increased difficulty for their facility management, and a less impressive final product, reflecting poorly on the overall project delivery.

## 2 - The "Scope Creep Catastrophe" (Poor Initial Needs Assessment & Design):

- **Failure:** Not thoroughly understanding the client's current and future needs, leading to a system design that is quickly outdated, insufficient, or requires costly add-ons later. This includes underestimating network bandwidth requirements for IP cameras or the number of access points needed for robust wireless coverage.
- **Customer Impact:** The initial solution doesn't meet expectations, leading to frustration, unexpected expenses, and the need for disruptive and costly system overhauls or additions sooner than anticipated.
- **GC Impact:** If your low voltage partner doesn't nail down the client's actual needs upfront, you'll be hit with change orders and delays mid-project as 'missed' requirements surface. This impacts your schedule, your budget, and can strain client relations.

## 3 - The "Ignoring the Backbone" Blunder (Inadequate Network & Cabling Infrastructure):

- **Failure:** Implementing advanced IP-based systems (like high-resolution cameras, VoIP intercoms, or extensive access control) on an outdated, poorly designed, or insufficient network and structured cabling infrastructure.
- **Customer Impact:** Poor system performance (lagging video, dropped calls, slow access control responses), system unreliability, and difficulties in troubleshooting. It can cripple the functionality of otherwise excellent endpoint devices.
- **GC Impact:** Cutting corners on network cabling and power infrastructure for low voltage systems is a recipe for disaster. When advanced security or AV systems fail due to a flimsy backbone, it causes major operational disruptions for the client, leading to callbacks and potentially jeopardizing the performance of systems you relied on your sub to deliver flawlessly.



### 4 - The "Future-Proofing Failure" (Lack of Scalability and Interoperability):

- **Failure:** Installing proprietary systems that lock the client into a single vendor or choosing solutions that have limited capacity for expansion or integration with future technologies or other building management systems.
- **Customer Impact:** Significant reinvestment required for upgrades or expansion. Inability to integrate with newer, more efficient technologies or other critical business systems, leading to missed opportunities for enhanced functionality and operational efficiency.
- **GC Impact:** Installing low voltage systems that can't scale or integrate with future technologies means the client's 'new' building becomes outdated fast. This can lead to them needing another disruptive (and expensive) overhaul sooner than expected, diminishing the long-term value of your build.

### 5 - The "Cybersecurity Blind Spot" (Neglecting Network Security):

- **Failure:** Insufficient attention to the cybersecurity aspects of IP-connected low voltage systems, including default passwords, unpatched firmware, or inadequate network segmentation.
- **Customer Impact:** Exposes the client to significant security risks, including unauthorized access to sensitive data (e.g., video footage, access logs), system hijacking, or using these systems as an entry point into the broader corporate network.
- **GC Impact:** IP-based security and building systems can be gateways for cyberattacks if not properly secured by your low voltage sub. A breach originating from these systems can cause massive damage to your client, and fingers might point back to the initial installation standards on your project.

### 6 - The "Post-Installation Abandonment" (Lack of Training, Documentation, and Support Planning):

- **Failure:** Completing the installation without providing comprehensive user training, clear system documentation (including as-built drawings and configuration details), or a well-defined ongoing support and maintenance plan.
- **Customer Impact:** Client is unable to effectively manage or troubleshoot their new systems, leading to frustration and a feeling of being "left in the dark." Minor issues can escalate, and the long-term reliability and performance of the systems can be compromised.
- **GC Impact:** If your low voltage sub vanishes after installation without providing proper client training, clear documentation, or a solid support plan, you or your client will be left struggling. This creates ongoing headaches, makes troubleshooting a nightmare, and can tarnish the reputation of the project team.

