

Global customer satisfaction surveying started

Customer focus is one of Vaisala's values. We want to be proactive with our customers, to understand their needs both now and in the future, and to develop solutions that respond to those needs.

In addition to everyday dialogue with customers, Vaisala has now started a corporate-wide customer satisfaction surveying process. We want to have an objective and global view of our customers' requirements as well as of our performance in the areas that matter most to our customers. The results help us to focus and prioritize development actions.

The customer satisfaction surveying was started in the spring 2009 by interviewing 200 customers representing our Meteorology/Established Markets, Weather Critical

Operations/Airports and Roads, and Controlled Environment/Clean rooms and Chambers market segments. The results have already impacted the prioritization of Vaisala development actions for 2010 – improvement priorities will focus on quality, reliability and the ability to respond to customer needs.

The remaining market segments were surveyed during autumn 2009. The results and corresponding actions will be communicated in more detail after the analysis on all segments is completed.

The customer satisfaction survey is a very important activity for Vaisala. We want to warmly thank all customers who have contributed to the survey – the feedback is truly valued.



AMS's newest Sustaining Member

Vaisala is a Sustaining Corporation & Institutional Member in the American Meteorological Society (AMS) in 2010. Participating at this membership level allows Vaisala to more actively contribute to and support the efforts of the Society. The Sustaining Corporation & Institutional Membership is the most prestigious class of AMS memberships and establishes an organization as a leader in the field.

The American Meteorological Society, founded in 1919, is the pre-eminent scientific and profes-

sional organization for scientists and practitioners in the atmospheric sciences and related oceanic and hydrologic sciences. With a membership of more than 13,000 professionals, students, and weather enthusiasts, the AMS publishes nine atmospheric and related oceanic and hydrologic journals, sponsors more than 12 conferences annually, and offers numerous programs and services.



Vaisala's TLP100 and TLP200 lightning processors available on Linux®

The central processing software for Vaisala's lightning detection sensors is now available also on a Linux® operating system. For the user, this means added flexibility, ease of use and lower ownership costs.

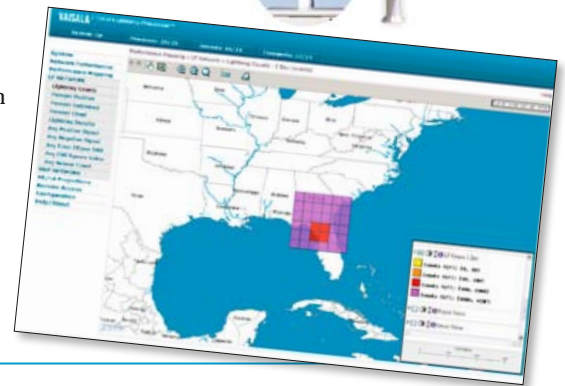
The Vaisala Total Lightning Processor™ TLP100 and TLP200 Series on Linux® central processing technology computes and displays information from raw data provided by lightning detection sensors. It also monitors network performance continuously, allowing the user to validate that all sensors are operational and functioning to specification.

Both TLP™ Series include Vaisala's patented location algorithm

with propagation correction services, locating lightning activity with a precision range of 250 meters or less. The location accuracy has been scientifically validated in cooperation with third parties.

Additionally, the TLP™ provides for a user-friendly web-based interface with performance tools, which can save up to 80% of the user's time in analyzing raw data and overall network performance – resulting in substantial returns on investment.

Further information:
[http://www.vaisala.com/
weather/products/tlp.html](http://www.vaisala.com/weather/products/tlp.html)



Vaisala is Bright Green at the UN Climate Change Conference

As the United Nations Climate Change Conference (COP15) assembled world leaders in Copenhagen, climate-friendly technology companies from all around the world gathered there as well. The reason was Bright Green Expo business event, organized in parallel with the COP15 on 12–13 December.

During the two full-packed Bright Green days, more than 160 companies showcased a broad spectrum of environmental technologies under the four main themes of the exhibition – Cities, Energy, Business, and Living. Vaisala participated in the event as a part of a collective exhibition organized by Cleantech Finland®, an association that supports the growth of Finland's environmental business sector.

Bright Green was a natural opportunity for Vaisala to highlight our solutions and services


that contribute to climate change research, like the reference radiosonde, global lightning detection data, CO₂ measurement equipment and weather stations for ecological research.

During the event, Vaisala also introduced its latest contribution to the creation of reliable and accurate global environmental datasets, which are the cornerstone of all climate study – the establishment of a new website designed to guarantee data

continuity for sounding observations (see p. 23 for more information).

Further information:
www.brightgreen.dk
<http://en.cop15.dk/>



A nighttime photograph of a city skyline with several illuminated skyscrapers. A bright lightning bolt strikes one of the buildings on the right side of the frame. In the foreground, there is a body of water reflecting the city lights and a bridge structure.

To register for the conference or
for more information please visit
www.vaisala.com/newsandmedia/events/ildcilmc

Register today for Vaisala's 21st ILDC/3rd ILMC

Vaisala presents – the 21st International Lightning Detection Conference (ILDC) and 3rd International Lightning Meteorology Conference (ILMC) on 19-22 April 2010 at the Buena Vista Palace in Lake Buena Vista, near Orlando, FL, USA.

The conference theme for 2010 is "Lightning's Impact on Society". Data from the new Vaisala Global Lightning Dataset GLD360 product will be

streaming live during ILDC and ILMC. A presentation on the global lightning data applications and success of the program will be provided.

The ILDC forum will include discussion of lightning physics, lightning network performance, and innovations in the field of lightning detection. The ILMC will provide a valuable forum for discussion of all cloud-to-ground and cloud lightning

applications that impact society, including hydrometeorological applications, nowcasting and forecasting, lightning data assimilation into numerical weather prediction models, thunderstorm growth and dissipation, severe weather, and tropical cyclones.



New ceilometer and related application software from Vaisala

Vaisala's new cloud height detector, the Vaisala Ceilometer CL51 made its first public appearance during the American Meteorological Society's Annual Meeting in Atlanta in January. As the new high range ceilometer is designed to measure cloud base height and vertical visibility no matter what the weather, it is an ideal instrument for applications where reliable cloud detection is important.

The CL51 utilizes advanced optical single lens technology for high range measurement, which makes its performance during precipitation and low cloud conditions unsurpassed. Thanks to the strong and stable signal over the whole measurement range that the single lens technology enables, CL51 reports high altitude cirrus clouds, but performs very well also at low altitudes.

Its cloud measurement range extends from ground level to 43,000 feet (13 kilometers). In addition, the CL51 is able to provide a backscatter profile over the full measurement range up to 49,200 feet (15 kilometers), which provides a possibility for advanced boundary layer and atmospheric analysis.

The CL51 is based on a similar platform than Vaisala's existing ceilometers with robust and affordable diode laser technology. It also includes the emulation messages of Vaisala's earlier ceilometers, which makes it easy for the user to transfer from the other ceilometers to the CL51 or use both side by side.

New software enables air quality forecasting

Another novelty coming to the market is the BL-View, new application software for Vaisala's ceilometers. Thanks to its ability to report planetary boundary layer (PBL)



structure parameters like mixing layer height and residual layer height, the software opens up new application areas for ceilometer measurements, such as air quality measurement, forecasting and dispersion models. All data can be exported from the software for advanced analysis and research purposes.

BL-View displays and logs data from one or more ceilometers in a user-friendly interface with a variety of selections. The user can view previously logged data while logging and displaying real-time measurements and running other Windows applications at the same time.

Combining the BL-View with Vaisala Ceilometers CL31 or CL51 enables real-time 24/7 PBL structure reporting. The software is capable of generating online graphics for PBL evolution and details of the PBL structure, functions that are highly applicable in air quality forecasting in particular.

Both Vaisala Ceilometer CL51 and the BL-View software will become available later this spring.

Walter F. Dabberdt chosen to co-chair NOAA's EISWG



Walt Dabberdt, Vaisala's Chief Science Officer, has been chosen to serve as a co-chair for the US National Oceanic and Atmospheric Administration's (NOAA) newly formed Environmental Information Services Working Group (EISWG). He co-chairs with Nancy Colleton, President/Executive Director of the Institute for Global Environmental Strategies & Alliance for Earth Observation.

The EISWG advises the NOAA Science Advisory Board (SAB) on the condition and capabilities for improving communications among public, private, and academic entities engaged in environmental information matters. The group will submit

formal reports to the SAB that identify current issues, deficiencies, recommendations for remedial action, and proposed initiatives, as well as provide advice on incorporating scientific and technical capabilities to enhance NOAA's products and services.

The initial approach of the EISWG will focus on interaction between the various NOAA line offices and the National Weather Service. As experience is gained with this approach, the group may broaden its approach to include other NOAA elements as well.

Further information:
www.sab.noaa.gov

New weather radar signal processing platform from Vaisala

Vaisala has launched a new signal processing platform for its weather radar product family. The Vaisala Sigmet Digital Receiver and Signal Processor RVP900™ is now available for both new weather radar instal-

lations and upgrades for existing radars.

The RVP900 consolidates all of the earlier model's hardware and functions into one single package. Computational power has been increased, allowing the use of multiple, advanced processing algorithms simultaneously to improve output data. Comprehensive digital IF and signal processing functions as well as PCI bus-less architecture with direct Ethernet linking provide further enhancements in terms of usability.

All in all, the RVP900 has substantially improved capabilities for dynamic range, sensitivity and sampling rate. It can be integrated into existing software or purchased with Vaisala's IRIS software for Linux® workstations.

Vaisala's Sigmet product line has a 28 year history of developing innovative, high-quality signal processing products to the weather radar community. The predecessor of the RVP900 was the first digital receiver/signal processor on the market to be based on open hardware and software architecture.

Further information:
www.vaisala.com/weather/products/rvp900.html



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