+1 352.564.9610
info@b-scada.com

www.scada.com

Remote Diagnosis and Xothermic, Inc.

A B-Scada Case Study

Contents

Forward 3
Xothermic Profile 4
About Xothermic 5
The Customer 5
The Situation: 6
About Status Enterprise 9

Forward

B-Scada has provided SCADA/HMI data visualization solutions to organizations in a number of different industries. As part of our continuous effort to improve our products and remain agile and responsive to our customers' expectations, we occasionally request that our customers provide us with a brief evaluation of how well our software has met their individual needs. This case study details the circumstances surrounding a particular event in which B-Scada's software was used to remotely diagnose an instance of equipment failure by isolating the particular piece of equipment and providing a snapshot of conditions that surrounded the failure.

Xothermic Profile

Background Information

Company Name
Xothermic, Inc.

Founded
1992

Location
2172 Platinum Rd.
Apopka, FL 32703

Company Contact Info
Main Phone: 407 880-3799

About Xothermic

Xothermic is an engineering consulting firm that provides system integration and consulting services to various industrial enterprises. Founded in 1992, Xothermic operates primarily from their home office in Florida.

This case study describes an incident in which Xothermic was able to remotely diagnose a failure that occurred in a glass manufacturing plant owned by one of their customers in another state.

The Customer

The customer is a glass producer with a specialized end product. When the following incident occurred, they were evaluating B-Scada's Status Enterprise software to monitor some of their plant floor processes and equipment.

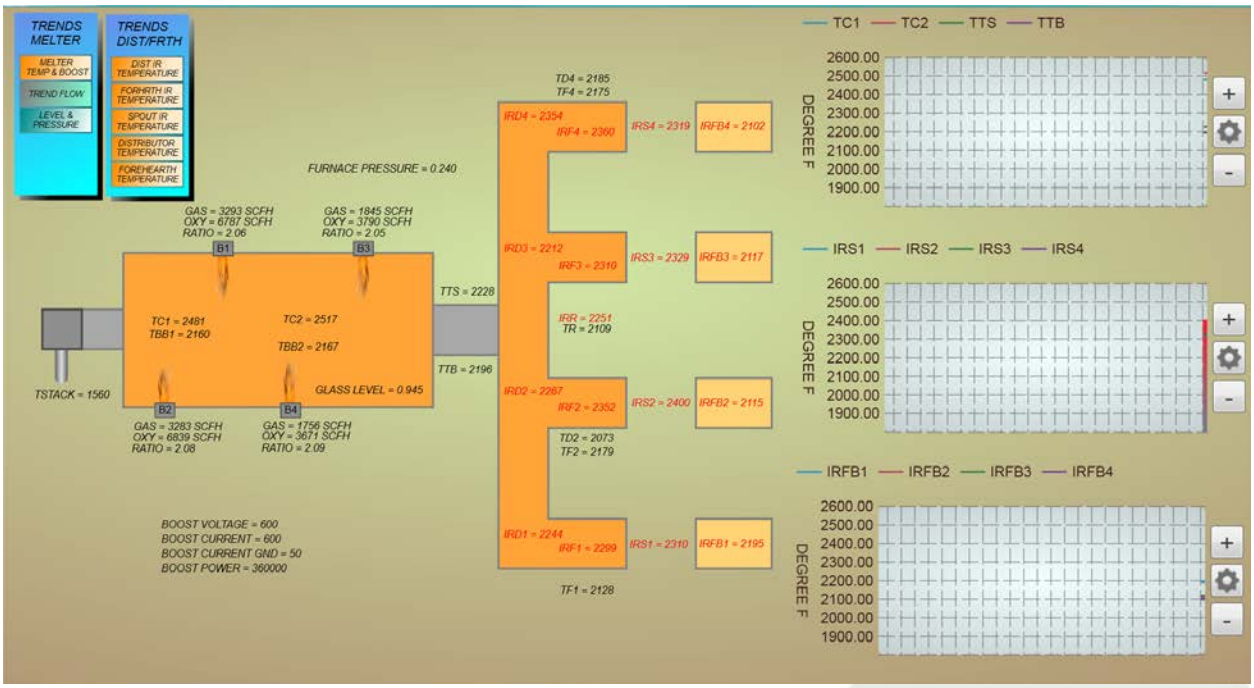
The monitored furnace is an oxy-fuel design with a multi-forehearth discharge operation. The control system contains multiple thermocouple, IR and general analog type inputs along with low voltage discrete I/O. All critical data are logged and Status Enterprise displays the information on a local operator display station.

The Situation:

A worker arrived at his glass plant's control room in the morning and immediately noticed an unusual smell. It smelled like smoke, and he knew right away that something had gone wrong. He quickly began the process of trying to pinpoint the source of the smell.

He recalled that his plant was currently evaluating a new software package for monitoring plant floor conditions and equipment. As he proceeded with his manual inspection, he placed a quick phone call to Xothermic to speak with the system integrator who had installed the software. The integrator was hundreds of miles away in his office in Florida when he got the call.

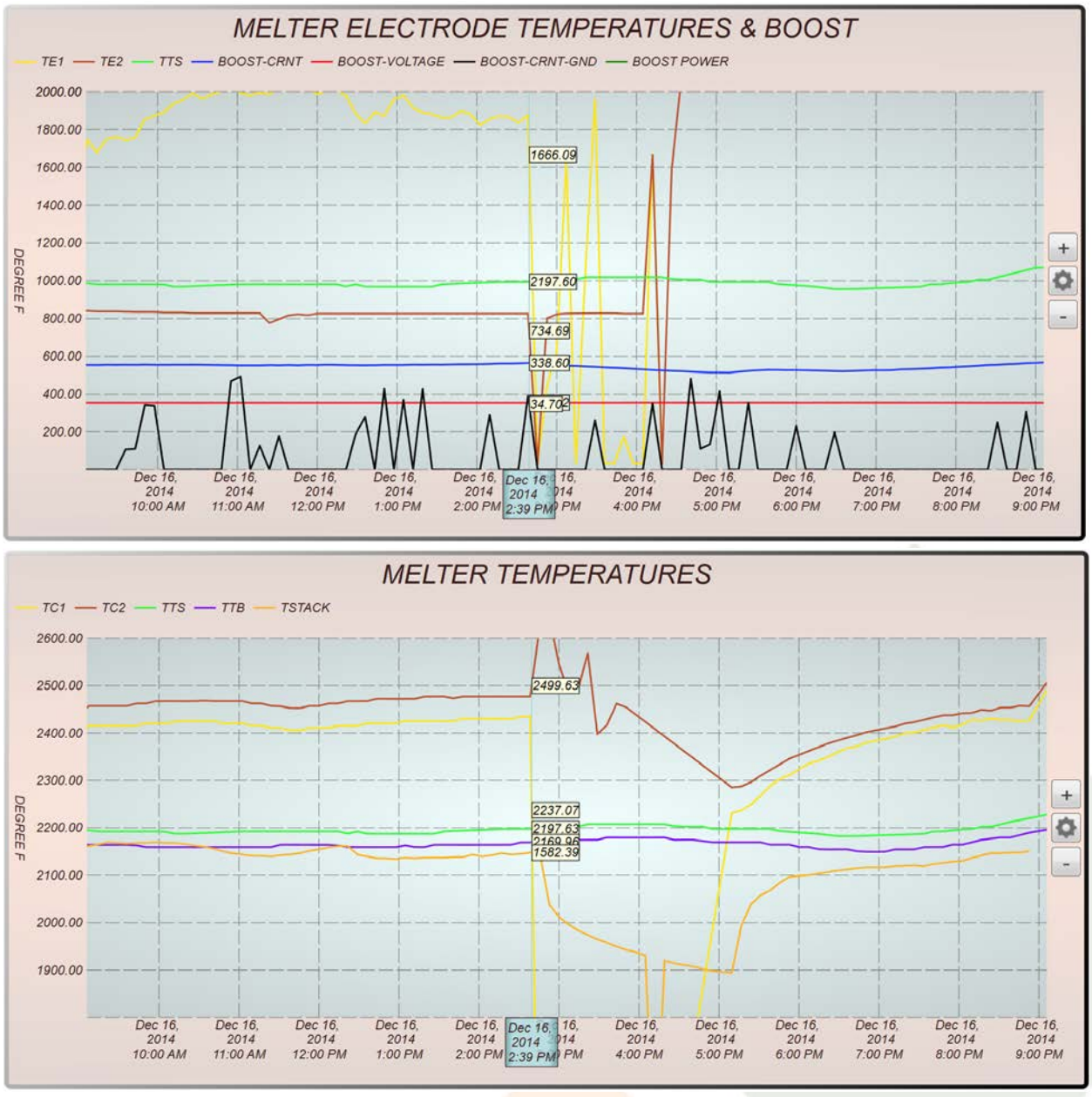
Obviously, the call wasn't expected, but the integrator had recently installed B-Scada's Status Enterprise at the plant, and had connected to the data coming from a collection of thermocouples, as well as a couple of water and furnace temperature values.



Fortunately, Status Enterprise was being evaluated as a monitoring solution for plant floor equipment and processes

He quickly logged in to the system remotely and accessed the Model Browser to view the recent history of the thermocouples to see if he could target the exact time the equipment failed. (The Status Enterprise Model Browser is a quick and easy way to view real-time and historical property values in your information model.)

Within a few seconds, the integrator knew exactly which thermocouple was the problem, and when the problem began.



These are the actual trend graphs displaying the sudden change in TE1 at about 2:40pm on December 16, as well as the effect the failure had on data coming from other equipment

The integrator was immediately able to advise the technician on site that the failure appeared to have originated with a particular thermocouple (TE1) at about 2:40pm.

Armed with this information, the on-site technician was able to go directly to the equipment in question to see if there were any visible signs of damage. Some transducer damage was immediately obvious and corresponded to the failed thermocouple from the data log.

While it is likely that the damaged equipment would have been located and replaced without the help of Status Enterprise, there would have been no way to target the exact time of failure, or even pinpoint the particular piece of equipment that seemed to have caused it. The damaged equipment could have been replaced only to have a similar failure occur again.

By leveraging the real-time monitoring and historical logging capabilities of Status Enterprise, the customer was able to access all of the information they needed to thoroughly troubleshoot and diagnose the initial cause of the failure. There was no need to guess at a solution; no need to replace equipment that was not faulty. There was no need to spend additional time and money performing manual inspections of equipment that may or may not have been involved in the failure. Status Enterprise provided the ability to see exactly which equipment was affected and when. This allowed technicians to focus their investigation precisely where the anomalous activity occurred, likely saving a great deal of time and money.

About Status Enterprise

Status Enterprise is a management-level data acquisition and visualization system designed to monitor any number or type of assets at any number of locations. A customizable information model provides context and clarity to your operational data, empowering decision-makers to make faster, better-informed decisions and identify new opportunities. Organize, connect, and visualize data from all corners of your enterprise. Beyond process control and management, Status Enterprise provides a vehicle for optimization and growth.

B-Scada specializes in the development of high quality HMI and SCADA software solutions for industrial process control, enterprise data management, and anywhere there is a need for compelling, high performance visualization of real-time operational and business data.

Visit us on the web:

www.scada.com

9030 W Fort Island Trail, Bldg 9
Crystal River, FL 34429

Email info@b-scada.com
Phone +1 (352) 564-9610