



## SOUNDING THE ALARM



*A design flaw in this pharmaceutical manufacturer's original Virtualized System allowed storage temperature fluctuations to go unrecorded without any warnings that critical alarms were missed. To bring back consistent quality, it needed a new program to help sound the alarm when conditions changed.*

### ROVISYS

To get its process back on track, a permanent solution to the historian and a design change to the alarm system were needed. Preventing issues like this in the future was essential.

RoviSys was able to address both challenges with unique assets that other integrators couldn't match: a pre-existing relationship with the manufacturer and extensive experience with the Rockwell Automation systems used to run existing operations. Together, these ingredients were critical to designing a complete solution without undermining the consistency, reliability, or upgradeability of the facility's core system.



In a regulated industry like pharmaceuticals, traceability and quality are critical. So when both the historian and notification systems went down at this OTC medicine-maker's facility, it needed a quick, permanent fix.

### THE PROBLEM

To guarantee quality and meet regulation standards, this Greensboro, North Carolina, manufacturer required a constant storage temperature for its products and clear records for any fluctuations or issues that arise in the process.



Unexpectedly, the company received a powerful double hit. VM's running the process historian began shutting down and notification systems failed to alert critical personnel to process changes as they were designed to do. As a result, managers had no way of knowing that the system was malfunctioning. It was likely that entire days, even weekends' worth of data was lost, and the company had no way to prove if or when a particular batch or multiple batches went out of spec.



## THE SOLUTION

RoviSys evaluated the virtualized system and discovered that the software suite was overloading hardware capabilities. The existing design was simply unable to handle the load. This setup caused the historian to become unstable and cut off recordings without warning. Working with the client to assess needs and goals, RoviSys determined the best path forward was a unique, cost-effective approach that would harness the facility's existing technology. A separate VM that collects a redundant record of conditions to allow recovery of any data gap at the Historian was built. This VM could run on the existing servers without hardware expense.

Additionally, RoviSys recommended and implemented a custom-built notification system that continuously tests the communications from the PLC to FTHistorian and to FTView. This design ensures that proper data is collected, and tests at each connection point. To help guarantee reliable notification of any communication delay, RoviSys recommended and installed Win911 to provide instant alerts to remote and mobile devices.



## THE RESULTS

For the two core problems, fundamental improvements have eliminated deficiencies caused by lack of alarming & interlocks to alert operators. Since installation, the plant has not had to scrap a single batch due to temperature fluctuations during storage.

The solution continues to pay off in unexpected ways as well. Because the custom notification system is designed to trigger whenever a break in communication is discovered, it has alerted managers to ongoing network issues that would have been left undiscovered otherwise.

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