Remote Access for PLC Troubleshooting

Company Profile

This customer is the industry leader in developing innovative fire protection systems that help stop the spread of fire, smoke, and hot gases.

Challenge

A manufacturer of specialty building products uses a modified crematorium to heat treat their end product. The process uses Honeywell controls and HMI to control and monitor the process. Because the curing procedure is a time-intensive process, there is much time that the system is running while the facility is unmanned.

A process failure occurred, resulting in the loss of a batch of material at great cost to the company. An early warning of the process excursion could have allowed for intervention that may have saved the batch.

Solution

Rawson/Industrial Controls provided a cybersecure remote access gateway using cellular/cloud technology. The system allows an end user or contracted engineering firm to access the PLC and HMI remotely to view process conditions and alarms, if any. Any authorized plant maintenance, engineering, or management personnel can now troubleshoot the system from any remote location.

Results

With vast experience in both automation systems troubleshooting and IIoT networking devices, Rawson/Industrial Controls can help customers implement remote access to their control system. Rawson/Industrial Controls offers both remote alarming as well as complete cloud-based monitoring and control strategies as well as the expertise to help customers implement these systems.