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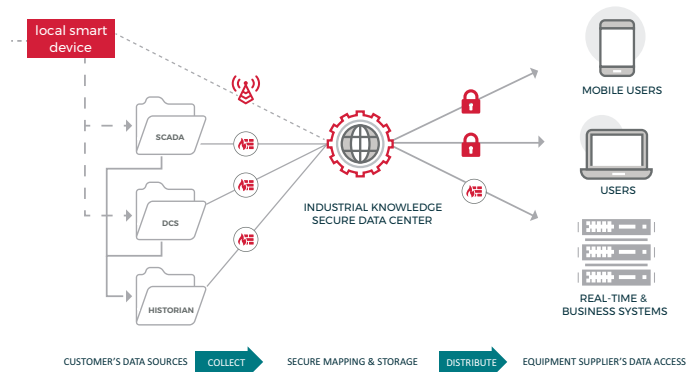
WEB*TECHNICIAN™

CLOUD-BASED REAL-TIME DATA SHARING

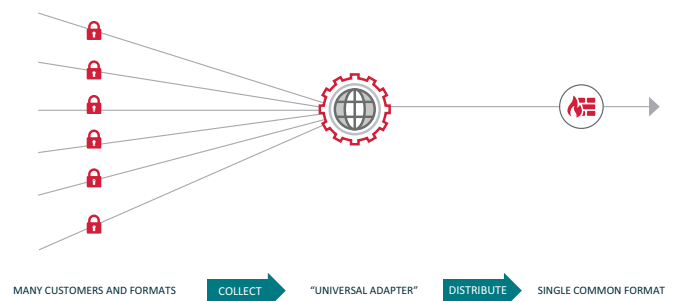
TECHNICAL DATASHEET

Web*Technician™ is intended for those suppliers who need to remotely monitor mission-critical performance indicators on their equipment after delivery to their customers' sites. Using Web*Technician, equipment suppliers can view and analyze current and historical process data related to their equipment. They can access the data shared by their customers to avoid lost production/generation and improve operational performance by identifying and interpreting early problem indicators that might be new to the customer.

Because Web*Technician is cloud-based, equipment suppliers simply access the process data securely via the web – either through a set of secure web pages or via a direct feed into a business system on their own network.



Web*Technician is scalable to all of the equipment suppliers' other customers. It does not matter if each customer has a different data source and different security model, Web*Technician will present all the data from all customers to each equipment supplier in the single common format they require.



KBC - www.kbc.global

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Data collection from site

At most operating plants, real-time data is typically available from a smart device, a DCS (Distributed Control System) or a data store in a real-time historian database. Laboratory and maintenance data may be in a separate relational database environment.

Most plants will not allow their vendors to have remote access to their real-time systems and look for a way to send the data out securely. Most equipment suppliers don't have (and don't want) the expertise to manage streams of real-time data from different systems and in different formats from all their customers. With over 450 standard interfaces available, Web*Technician is the universal adapter collecting data from all types of system and delivering it in a single common format.

Secure data communication

Real-time data systems are usually highly secured behind multiple levels of corporate firewalls. Operating plants have many vendors, and do not want multiple pathways through their firewalls to their vendors. Instead, they prefer to send all data through a single secure connection to a 3rd party located outside the firewall for distribution to each approved vendor. This greatly reduces security vulnerability and prevents unintended or malicious loading of the source database and network by outsiders.

With connections to hundreds of major corporations in operation for over 15 years, Web*Technician has proven itself to be the secure and reliable data sharing service of choice.

Secure Data Storage

Once released by the plant, the shared data passes through a hosted PI System database at the KBC data center, where it is processed and stored as necessary. It may be transformed, converted, enhanced or augmented, but the raw data is kept at its original resolution and can be held for years if required. Web*Technician minimizes disruptions in data availability by using the data buffering capabilities of local systems where possible for history recovery in the event of any communications downtime.

With the power of the underlying PI System database, Web*Technician can capture vast amounts of data streaming in high frequency, store it for years and make it available to authorized equipment providers in real-time, without delay.

Secure web portal data access

For Web access, each user is provided a secure Web*Technician ID and password and can login from any internet-connected device. Access privileges control the user's ability to view displays, generate reports, configure personal electronic alerts and download historical data for analysis.

With thousands of users and hundreds of data connections, Web*Technician's web portal has the features and performance that equipment suppliers can rely on.

Direct data transfer

In the case of direct data transfer, Web*Technician exports data to a real-time or relational database on the equipment supplier's own network, using interfaces and appropriate communications channels and security according to the supplier's own IT standards.

With the same 450+ interfaces available for outbound data that are used for data collection, users are able to interact with the data on the corporate systems they are already familiar with.

Benefits

Plant operator

- Increased equipment up-time and efficiency
- Higher product/generation yields and lower operating costs
- Problem avoidance and quicker resolution
- Avoidance of investment in in-house systems
- No direct access to internal systems by outsiders

Equipment supplier

- Increased visibility of plant's use of technology supplied
- More effective warranty support
- Better chance to spot opportunities for up-selling and cross-selling
- Reduced cost of service
- Stronger customer loyalty

Economics

Web*Technician is typically worth over \$10,000 per day per process unit to both the plant and the supplier.



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