

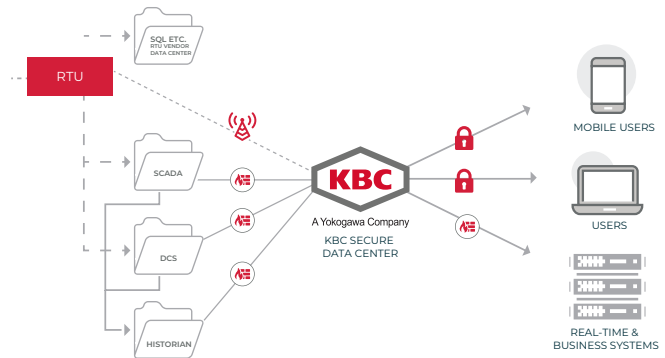


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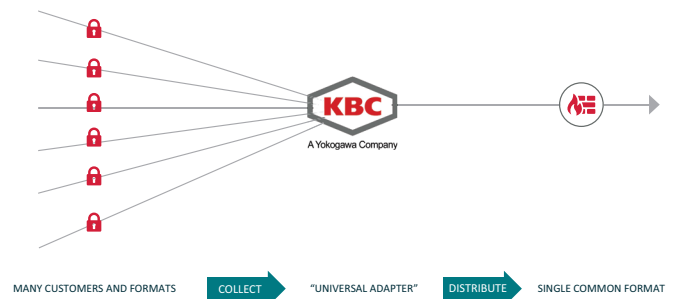
# WEBTECHNICIAN CLOUD-BASED REAL-TIME DATA SHARING

The WebTechnician™ service supports suppliers who need to remotely monitor mission-critical performance indicators on their equipment after delivery to their customers' sites. Equipment suppliers can view and analyze current and historical process data related to their equipment by using the WebTechnician service. 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.

The WebTechnician cloud-based service allows equipment suppliers to view process data securely via the web. They can do this either through a set of secure web pages or via a direct feed into a business system on their own network.



The WebTechnician service 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. The WebTechnician service presents all data from all customers to each equipment supplier in the single common format they require.



KBC - [www.kbc.global](http://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 restrict vendors remote access to their real-time systems and look for ways 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, the WebTechnician service is the universal adapter. It collects data from all system types and delivers it in a single common format.

## Secure data communication

Real-time data systems usually reside behind multiple secure 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 3<sup>rd</sup> 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, the WebTechnician service has been proven 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 as necessary. The WebTechnician service 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, the WebTechnician service can capture vast amounts of data streaming in high frequency, store it for years, and make it immediately available to authorized equipment providers in real-time.

## Secure web portal data access

For Web access, KBC provides each user a secure WebTechnician ID and password so they 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, the WebTechnician web portal has features and performance that equipment suppliers can rely on.

## Direct data transfer

In the case of direct data transfer, the WebTechnician service exports data to a real-time or relational database on the equipment supplier's own network. It does this by 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 their own corporate systems.

## 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

US: +1 281 293 8200 / UK: +44 (0)1932 242424 / Singapore: +65 6735 5488 / E: info@kbc.global



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