



Benefits

- Constant supervision with SMS alarm system
- Cost savings
- Remote troubleshooting
- Plant productivity management

Customer: C&C Group
Country: Italy
Sector: Waste water treatment

C&C tecnologia selects eWON router for the remote control and management of four waste water pumping sites

C&C Technologie di automazione which is part of the C&C Group, grew thanks to its expertise in industrial automation and, besides, the company also expanded its production to electrical panels. The company later became active in supporting the related software programming created by PLC and SCADA.

The company recently acquired four waste water pumping stations in the province of Novara (Italy) and decided to equip the plant with eWON routers. The four waste water pumping stations are located approximately 60 km from the main headquarters of the company. That's why the company needed to implement a permanent remote maintenance and management system.

Daniele Parigi explains : « I was looking for a router which would permit remote monitoring and which would be easily interfaceable with the siemens plc and panels ». They found in eWON technology, the optimal solution, providing a reliable remote monitoring and management system compatible with their automation machinery.

Easy and effective maintenance

By linking the eWON industrial router with the central plant system by a secure VNP connection, it is now possible for the company to access and manage the system remotely and to intervene if needed, through the Talk2M service. The operator only needs to connect on the internet and login on the online server in order to access the router, by a VPN connection.

At this point, he has the possibility to intervene, troubleshoot and manage the system through the router. The connection between the operator and the plant is totally secure and personalized thanks to the login system and is made possible thanks to the Talk2M service

This technology only requires the installation of an easy and free software called 'eCatcher'.

“ **The eWON solution seemed the best technical solution to me for the configuration chosen by us** ”



View of the HMI machine control system interface



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Customized functions

An undeniable advantage of the eWON technology, according to the C&C group, is the fact that the connection with the production site can be done from anywhere in the world as this link only involves an internet connection.

The corporation has the possibility to program an alarm service system which informs the operator in case of emergency or problem. The sending of information can be established by SMS or E-mail and contains description related with the emergency. The operator can also communicate with the plant by the same way for instance if he needs a state of the system report .

In this way, from any place in the world, the operator has the situation of the plant under control, with just a simple SMS or e-mail. Moreover, eWON sends reports to the central plant recurrently which contain the historical of data and alarm occurrences.

« Thanks to this customised function, the on-call was found to be just as efficient and effective as a continual link, with the obvious advantage of a notable cost savings. This is how we met one of the objectives of the end client.»

Operators' life changing

For the operators, the installation of eWON routers has been a real change. Their job was to tour all the sites of the plants everyday one by one. In case of alarm or damage, they had to go to the station, diagnose the problem, and call the maintenance. Now all four sites can be monitored in real time from one control room; alarms and slowdowns are recorded immediately, and every problems are solved sooner. That's the bigger advantage of eWON's technology.

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