



Benefits

- Reduction of intervention times
- Prevent small problems during and after commissioning and start-up

Customer: Zanichelli Meccanica (Zacmi)

Country: Parma (Italy)

Sector: Packaging

Solution: 2005 CD - Talk2M

Remote service for high precision food packaging machines

Zanichelli Meccanica (Zacmi), founded in 1954 in Parma by Giuseppe Zanichelli and still family-owned, is a company which designs and builds machines and complete plants for the food industry.

The needs of a company of this size and with this kind of operations network are naturally quite complex. « When commissioning or starting up a plant, the automation devices on the electrical panel need to be connected to the machines » says Andrea Scrivani, technical manager of the automation office. « Over the years these programmable components have increased exponentially and the potential problems which can arise remotely during commissioning have also increased proportionally. In the past the procedure would require an engineer to be sent out to fix the problems or faults in the plant, often with very long transfer times, even for simple and brief operations ».

eWON 2005CD and Talk2M Pro

The possibility of controlling the plants remotely and doing maintenance from a distance has quickly become a necessity stemming from the client's need for rapid interventions. After a first attempt using traditional modems, Zacmi selected eWON 2005CD and Talk2M Pro, distributed by EFA Automazione, for its remote access needs.

Scrivani tells us: «Working with EFA we developed a connectivity project to allow PLC remote support for the plants. Our goal is to be able, in the next few years, to have a connection which allows us to prevent small problems which may arise in the systems and remain after commissioning and start-up, without resorting to support from programmers. Since adopting eWON and Talk2M, intervention times have decreased significantly: access via internet allows the engineer to be virtually projected to the fault location, and even though the speed also depends on the remote site's infrastructure, the operation is undoubtedly quicker».

“**eWON, being compatible with any PLC manufacturer, allowed us in particular to take advantage of the potential of Rockwell Automation products used in various applications**”



The **eWON 2005CD** industrial router provides Machine Builders/OEMs, Utility Managers and System Integrators with the most flexible and cost effective dual LAN/Modem connectivity to access remote machines and assets through the Internet.



Zanichelli Meccanica (Zacmi), founded in 1954 in Parma by Giuseppe Zanichelli

The selection of eWON arose from precise operational needs which the product proposed by EFA fully met: «We discovered eWON products at a trade show and we were struck first and foremost by the ease of installation, which is practically automatic or at any rate very easy and requires just a few steps. Also, once a configuration is defined and the expectations from the instrument are established, the system is extremely reliable. The third factor which influenced our choice was the excellent quality/price ratio, perfect for our needs».

eWON and its complete compatibility

Another fundamental characteristic of eWON is its complete compatibility: because it is not exclusively tied to any product, a communication interface can be created with any plant or component. Scrivani points out: «eWON, being compatible with any manufacturer, allowed us in particular to take advantage of the potential of Rockwell Automation products used in various applications». In fact, as a standard, Zacmi uses a range of Rockwell products (PLC Control Logix, PLC Compact Logix, Panel View Plus CE, Switch Inverter, Kinetix 6K for motion control) in manufacturing the machines destined for many geographical areas. The relationship between the two companies has strengthened in the last five to six years, thanks to the development of some new concept machines which were designed with Rockwell products.

In cooperation with Rockwell, Zacmi has also implemented EtherNet/IP® for communication with all of the automation components present in the machine, replacing the networks used in the past. The reasons for this choice are the confirmed reliability, ease of programming and the flexibility that this network provides.

The Talk2M Pro service was chosen after a careful analysis of the architecture needed to provide a remote support service. «Initially we had thought about completely managing the customer's server and the software, but that turned out to be too demanding a project» says Scrivani. «Also, a structure like the one that Talk2M offers allows us to guarantee service interventions in the event of faults very quickly, at any moment or time of day, connecting to the network from any computer even when the company is closed».

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