

Anonymous Company A

20 Years of Plant Floor Excellence: How Company A
Scaled Global Manufacturing Communications

CUSTOMER STATISTICS

SeQent Sites: 58

Facility Types:

Assembly - General
Assembly /
Body & Paint
Stamping/Integrated
Stamping
Power Train - Engine /
Transmission / Axle

Geographic Locations:

Asia Pacific Joint
Ventures: 7
Asia
Pacific/Europe/South
America: 15
Canada: 4
Mexico: 5
United States: 27

SeQent Product

Licenses: 1835

OVERVIEW

Company A's

For 20 Years, SeQent has been a **Company A** partner providing plant floor communication. Since 2004, SeQent has been their software provider for all plant floor employee communication.

Company A's Factory Information System (FIS) consists of Aptean Activplant and SeQent's automated alarm dispatch and Andon solutions. SeQent's two core product lines; FirstPAGE Alarm Manager and Marquee Manager, are used in almost all facilities globally. Every major system, assembly line fault/alert and production line performance reports are using these products.

Additionally, many internally developed systems utilize the SeQent infrastructure through a custom Gateway built by SeQent from **Company A's** ANS specification. ANS was formerly an in-house application **Company A** used before our initial software relationship in 2004. SeQent was selected to provide Company's automated alarm dispatch and Andon solutions.

Company A's ANS servers were shut down and replaced with SeQent's ANS Gateway. The ANS Gateway enabled systems, which formerly interfaced with the **Company A** ANS Server, were configured to utilize SeQent implementation of the ANS protocols. This transparent migration meant **Company A** required only a change in hostname on the ANS enabled systems to retire a site's ANS Server. Additionally, with the success of the ANS retirement, **Company A** decided to retire the Process Control Board(Andon) software solution favouring SeQent's Marquee Manager and VideoSERVER solutions to control their industrial digital signage and audio on the plant floor.

Company A's plant floor staff and management utilize SeQent's products to communicate daily. Using discrete messaging via SeQent, employees share production issues or challenges. SeQent's Industrial Digital Signage solutions are used to publish beneficial information to all plant floor staff, such as faults and alerts, KPI/OEE and general employee announcements.

CUSTOMER DEPLOYMENT

Industry Name

Automotive Manufacturing

Data Sources

- Aptean - ActivPlant
- **Company** - ANS
- **Company** - IIoT
- OPC Servers
- Numerous **Company** internally developed systems

SeQent Products

• **FirstPAGE**

- Client
- Gateway for OPC, **Company** IIoT
- Data
- Link For Motorola MNIS
- Link for Motorola CAPMAX
- Server

• **FirstPAGE Alarm Manager**

- Gateway for ANS, Activplant, **Company** IIoT Alarms
- Server

• **Marquee Manager**

- Client
- Gateway for Activplant, OPC
- Server

• **Pager Administration System**

- Server

• **VideoSERVER**

- Configuration Editor
- Emulator
- Gateway for WebSockets
- Web Emulator

• **Text Paging**

- Zetron Paging Terminals (2x00 series)
- ISC Paging Transmitter (UHF, VHF, 900)
- Pagers

CHALLENGE

#1 - Replace existing ANS Server to enable in-house written applications currently interfacing with ANS to continue to operate without further development.

#2 - Replace existing Process Control Board management software providing the same functionality using Activplant as the data source.

#3 - Migrate existing Andon specifications from custom line-matrix displays to full-matrix and LCD monitors.

SOLUTION

Surmounting these challenges for **Company A** required numerous products from SeQent's FirstPAGE, FirstPAGE Alarm Manager and Marquee Manager product families. However, working with **Company A's** multiple contracted integration teams, the global migration to the new FIS architecture was completed within a few years.

In addition to our off-the-shelte gateways for Activplant and OPC, SeQent worked with **Company A** IT to create our implementation of their ANS protocol (Gateway for ANS) to ensure the existing in-house applications would plug seamlessly into this new infrastructure.

Over our 20 year relationship with **Company A**, we have been involved with many initiatives globally to support hardware and environments unique to their facilities in non-Western countries. These enhancements have been integrated back into the generic SeQent product line, enabling us to support our global customer base.

USAGE

The following systems/operations are managed with the deployed SeQent infrastructure:

- Calls - Maintenance, Material, Quality, Supervisor
- Employee - Employee communication
- Motivational (Target / Actual) Part inspection guidance
- Periodic KPI/OEE reporting and alarming
- Production Monitoring

IMPLEMENTATION DETAILS

Historically **Company A** manufacturing facilities have utilized traditional text pager infrastructure, supplied by SeQent, to directly dispatch to plant floor staff members. However, in recent years plants are migrating to smartphones and Motorola Solutions digital 2-way radios to publish discrete messages instantly to staff members.

SeQent's Industrial Digital Signage is utilized for mass communication to specific areas or the entire facility via full-matrix and LCD ceiling-mounted displays with audio capabilities. These displays publish colourized alarm/event messages, KPI/OEE values and motivational information. In addition, to draw attention to important display content updates, audio enunciation is utilized.

In support of the extensive global deployment of SeQents solutions, **Company A** has invested in a dedicated multi-person SeQent deployment / management team in Detroit. This team is the 2nd level of support within the organization, with a local plant team trained to support the day-to-day needs of each plant's usage of SeQent.

