

Anonymous Company C

How a Fortune 500 Manufacturer Deployed 1,800+
Smart Alert Licenses to Protect Critical Processes

CUSTOMER STATISTICS

SeQent Sites: 19

Facility Types:

Assembly Test Facilities
Common Utility Buildings
Fabrication Buildings
Factory Support Buildings

Geographic Locations:

Asia Pacific: 5
Central America: 1
Europe: 1
Mexico: 1
Middle East: 1
United States: 10

SeQent Product

Licenses: 1814

OVERVIEW

Company C was originally a SeQent customer through our established relationship with General Electric. **Company C** deployed GE's CIMPLICITY HMI/SCADA solution globally. Purchased with GE CIMPLICITY was an option known as CIMPager. CIMPager is an early version of SeQent's FirstPAGE and FirstPAGE Alarm Manager product lines bundled as an option and sold by General Electric. Outgrowing the limited capabilities of the bundled product **Company C** and GE approached SeQent about **Company C** directly purchasing the more feature-rich version of FirstPAGE and FirstPAGE Alarm Manager.

The criticality of timely delivery of gases and chemicals utilized in semiconductor production and reliable, clean power led **Company C** to deploy dual SeQent servers for almost every manufacturing system. This architecture ensures timely notification the second an event occurs that may impact production. Loss of one or more of these process inputs can have a substantial negative impact on a cleanroom environment with significant financial expense to recover.

Beginning in 2010, **Company C** has purchased hundreds of copies of SeQent's FirstPAGE and FirstPAGE Alarm Manager product line applications to replace their current CIMPager deployments and has continued to add many more copies of the solution yearly. With the success of this deployment, **Company C** has since expanded the use of SeQent to support many systems that do not utilize GE CIMPLICITY. The other systems include their power quality management, hazardous production materials, chemical and gas delivery, as well as seismic and life safety monitoring.

CUSTOMER DEPLOYMENT

Industry Name

Semiconductor

Data Sources

- Aveva - System Platform
- GE - CIMPLICITY
- OPC Servers
- Rockwell Automation - FactoryTalk
- Rockwell Automation - RSView32
- Schneider Electric - PowerLogic ION
- Siemens - WinCC
- SMC - Fieldserver

SeQent Products

• FirstPAGE

- Gateway for SMTP
- Link for MNIS, OPC, SNOW
- Server
- Web Administrator

• FirstPAGE Alarm Manager

- Gateway for CIMPLICITY, Factory Talk, OPC, RSView32, System Platform
- Probe for SMS, WFM
- Server

• Marquee Manager

- Gateway for CIMPLICITY, OPC
- Server

• SYNC

- Server

• WFM

- Server
- Client for Android, iOS

CHALLENGE

#1 - 100% uptime alarm/event notification solution for all manufacturing systems and other facility material delivery and support systems.

SOLUTION

To meet the uptime and reliability requirements of Company redundant SeQent software infrastructure has been implemented for all critical systems supporting their manufacturing facilities. The dual servers are operationally identical, with one member "resting" in a backup role until the primary server experiences a failure.

This automated hot-failover ensures that alarm and event delivery will occur even in a critical server failure.

USAGE

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

- Atmospheric-pressure chemical ionization
- Automated over the air system monitoring and validation.
- Bulk chemical delivery
- Bulk gas delivery
- Chemical-mechanical planarization
- Effluent monitoring / Air Handlers
- Employee - Employee communication
- Energy Management
- Facility management system
- Hazardous production materials
- HVAC
- Life safety system
- Makeup / Recirculating air handlers
- Power quality & generators
- Production Monitoring
- Seismic monitoring
- Speciality gas distribution
- Ultra pure water
- ...

IMPLEMENTATION DETAILS

Due to the critical role that alarm and event notification play in the semiconductor manufacturing process **Company C** maintains dedicated staff for each production line to ensure SeQent's products are properly deployed, maintained and operational. Additionally, overseeing the deployment standards and providing second-level support **Company C** staffs a geographically dispersed multi-person SeQent deployment/ management team.

Augmenting human and automated oversight, a "Pager Watchdog" solution has been implemented by **Company C** to receive over-the-air heartbeats from all HMI/Scada systems. This heartbeat monitoring assists in automatic failover to backup SeQent servers and allows forced delivery path redirection for carrier interfaces.

