

## CASE STUDY

## MAJOR SEMICONDUCTOR COMPANY FINDS SOLUTION TO LOST ALARMS AND DOWNTIME IN SCADA-AWARE MOBILE

### SUMMARY

#### Industry:

- High-tech manufacturing

#### Challenges:

- Lost alarm
- Delayed response
- Inefficiency and lost production

#### Solution:

- Increased reliability of alarm delivery to mobile device
- Automated alarm escalations
- Increased accountability

#### Benefits:

- Reduces downtime
- Eliminates waste of personnel time

### THE CHALLENGE

A large semiconductor and computer technology manufacturer, despite their highly developed manufacturing process and procedures, **was facing issues with alarm delivery at their state-of-the-art integrated circuit manufacturing plant** in Texas.

- The company depends on a third party for the supply of inert gas in the plant. There were 3,000 tags that can potentially generate an alarm for the third party personnel in the plant. The company was depending on a pager-based system to deliver the alarms. **But the pager notifications were often getting lost.**
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- The resulting delays in event response led to **increased costs, lost production, and overall inefficiency.**
- Even when an alarm reached people on time, **the response was inefficient.** An alarm recipient would have to start calling others to determine what exactly was going on. Sometimes all personnel of the third party would rush to the event location.
- There was also **no good way to track and audit** the alarms and ensure accountability.




Time	Value
May 20 01:48 PM	160.00 Celsius
May 20 01:47 PM	159.00 Celsius
May 20 01:46 PM	158.00 Celsius
May 20 01:45 PM	157.00 Celsius
May 20 01:44 PM	156.00 Celsius
May 20 01:44 PM	155.00 Celsius
May 20 01:42 PM	154.00 Celsius
May 20 01:40 PM	152.00 Celsius

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## SOLUTION: SCADA-AWARE MOBILE

The semiconductor company needed a **solution that ensured that the alarm got to someone from the third party on time**. Recursion Software worked closely with them to analyze their issues, and recommended installing SCADA-Aware Mobile. The company's management, and the manager from the third party company, were delighted about SCADA-Aware Mobile's benefits:

- SCADA-Aware Mobile provides **increased reliability of alarm delivery** to mobile devices with its **push-pull technology** and **automated escalations**. The escalation settings for each tag can be set separately. No longer having to worry about lost pager notifications, and the ability of the alarms to escalate, were of enormous value to the semiconductor company.
- Data on the event can be accessed from the mobile device. Also, the alarm acknowledgement, done with one button, could be immediately seen by all personnel of the third party. This **eliminates the need to make frantic phone calls** after receiving an alarm.
- Timely delivery of the alarm, access to data, and visibility of alarm acknowledgement **increases overall efficiency** of the personnel.
- SCADA-Aware Mobile provides increased accountability through **complete alarm life-cycle audit**.
- SCADA-Aware Mobile can use **both Wi-Fi and carrier network connections**. This saves communication costs and gives managers with 24/7 responsibilities additional flexibility when away from the plant.
- Comprehensive desktop view is also available.

## ABOUT RECURSION

Founded in 2001, Recursion Software, Inc. has a rich history of technical excellence in distributed computing, mobile agents, middleware, and mobile device computing with over 80 patents and/or patent applications.

We apply our deep technical heritage in software to accelerate deployment of collaborative mobile applications. Our goal is to provide innovative solutions aligned with our customers' business processes and objectives.