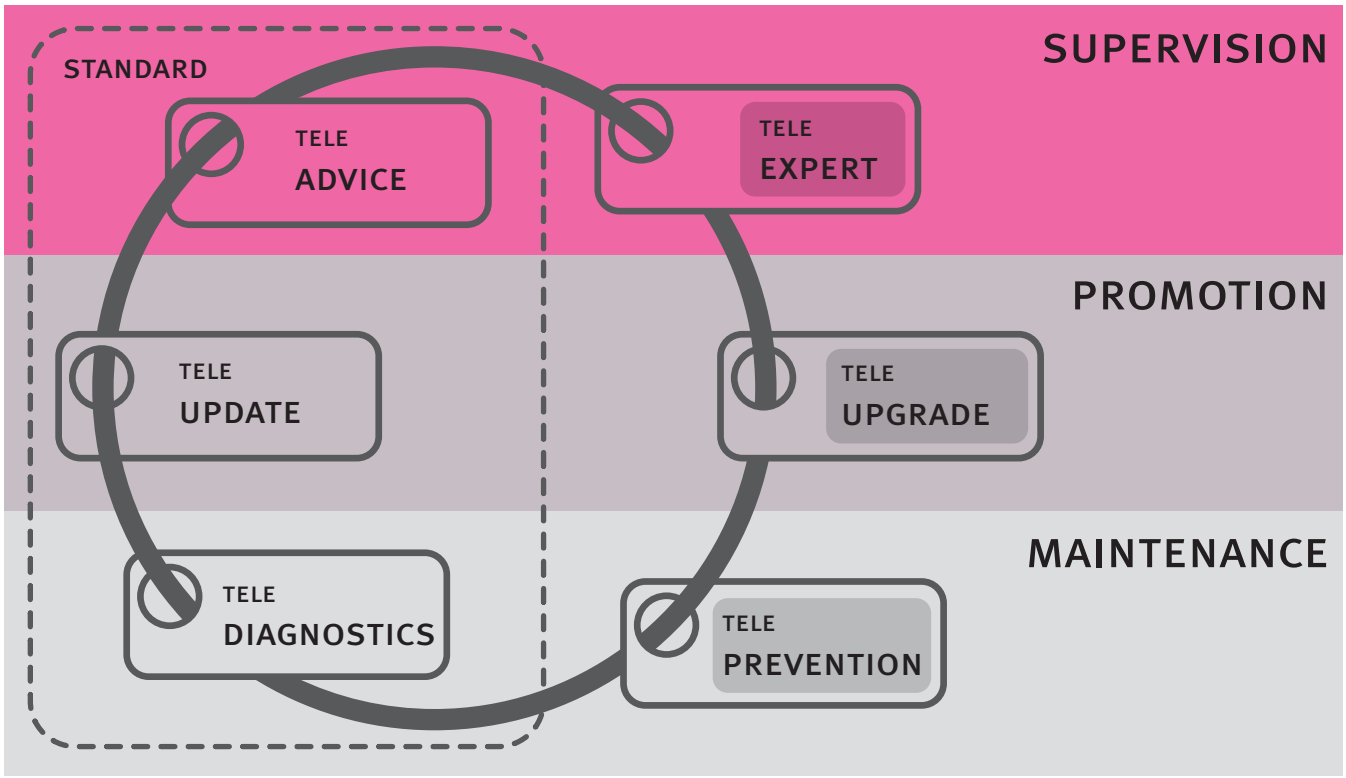
Useful networks

THE LINKING OF PLANT CONTROLS FACILITATES COMMUNICATION AND OFFERS NEW WAYS FOR CUSTOMER SUPPORT AND SERVICE



++ **figure 1**
IsernHäger Telematic ring

Advanced production processes should be constantly controlled. They must be stable, repeatable, well documented and traceable.
Therefore, it is only logical that manual controls are replaced by PLCs (programmable logical controls) that are characterized by the highest possible degree of automation. They are linked within a network with central production planning and control which communicates with the administrative or customer relationship management software of the company.

The software of the control unit assumes the traditional tasks of human operators such as metering ingredients, setting the parameters (time, temperature, stirring etc), starting the process, discharge etc. This means that now only a minimum amount of manpower is required in this area.

Added to that, there are some more sophisticated features. The new control technology provides for
+ detailed monitoring of the production process
+ diagnosis of the actual condition
+ remote maintenance of the system regarding programming issues
+ targeted intervention of controllable units such as pumps, stirrers, etc., as long as requested by the operator

If the operator wants to act independently, he needs specialized and trained staff. However, he could also vote for the equipment supplier to take over this part of the support.

Previously, remote communication was performed via telephone modem. A dial-up connection had to be established which was slow and susceptible to interferences. This is no longer state of the art and does not meet modern demands. Today the industrial Ethernet is used for industrial control purposes; it provides for higher reliability and is also internet compatible.
Based on the latest technology, selected users can have authorized access from any place in the world.

The remote customer service provided by preferment and sourdough specialist IsernHäger is one example of how modern communication technology can be used for the expansion of customer services (figure 1).

As the figure shows, the customer support is available in three stages that are linked to each other. All stages are divided into a standard and an advanced area, the latter one provides additional services for the customer.
Technically, it is secured by an internet connection and it combines the necessities arising from the equipment ▶

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++ **figure 2**
Monitoring of a fermentation process with the example of bread fermentation

system installed with the specifications that the operator has defined for his internet communication. The system is safeguarded against external interferences.

The basis of the IsernHäger standard support pack is the maintenance of the system. The standard includes remote diagnosis that can take place immediately after a failure has occurred thanks to remote monitoring. The reaction can include the information of the operator, a service intervention at the level of the control system or even a remote update with correction (level: promotion support). The failure is analyzed and the necessary consequences drawn up (tele advice) (level: supervision-monitoring). Information provided by the customer is also taken into consideration. Based on this data, the software is frequently updated.

On top of this standard, the customers can also book the premium support package. At the maintenance level, he will benefit from preventive measures (tele prevention) that are developed based on the storage of all operating parameters and their analytical and statistical evaluation. A recommendation is provided which may result in the delivery of preventive maintenance. A service panel documents the current status of the operation and the optimization measures are coordinated via direct communication with the service and support team at IsernHäger.

On the promotion level, the premium support pack is characterized by tele upgrades of the system based on the documented incidents. Here, new findings of the IsernHäger laboratories from the research on the monitoring of sourdough processes will be additionally considered. In this way the functioning of the system will be constantly kept up-to-date.

Added to that, the customer will also receive expert analysis of the process data supplemented by guidance through the IsernHäger expert team (tele expert) and, if desired, recommendations for adjusting the production process to the desired final quality of the products.

With this, a valuable network between the supplier and the operator is established where all levels are linked with each other, symbolized in figure 1 by a circle.

The IsernHäger fermentation system can naturally be easily combined with existing plants from other suppliers, for example dosing plants or transfer systems to mixers. This is done, in general, via potential-free contacts although sometimes the control of screws or hoppers is also desired.

IsernHäger controls are also capable of monitoring more than one fermentation plant and depicting them as one system.

The integration into superior production and control systems goes without saying. The storage and documentation of data (weights, temperatures, etc) as requested by the operator or by quality management systems is also done here (figure 2).

Of course, all system engineering services that ensure the proper functioning of their system are also constantly monitored. This includes the control of filling levels, temperature curves and operating cycles. It is interesting to know that in case of a power failure all timer controlled processes are not reset but keep running. Their status will be read when the power has been restored and the operation can proceed.

The IsernHäger telematic system shows how latest technologies and the possibilities of technological support can be linked while considering the requirements bakeries have for modern production systems, their integration into control, planning and quality management systems and simply a safe production. +++

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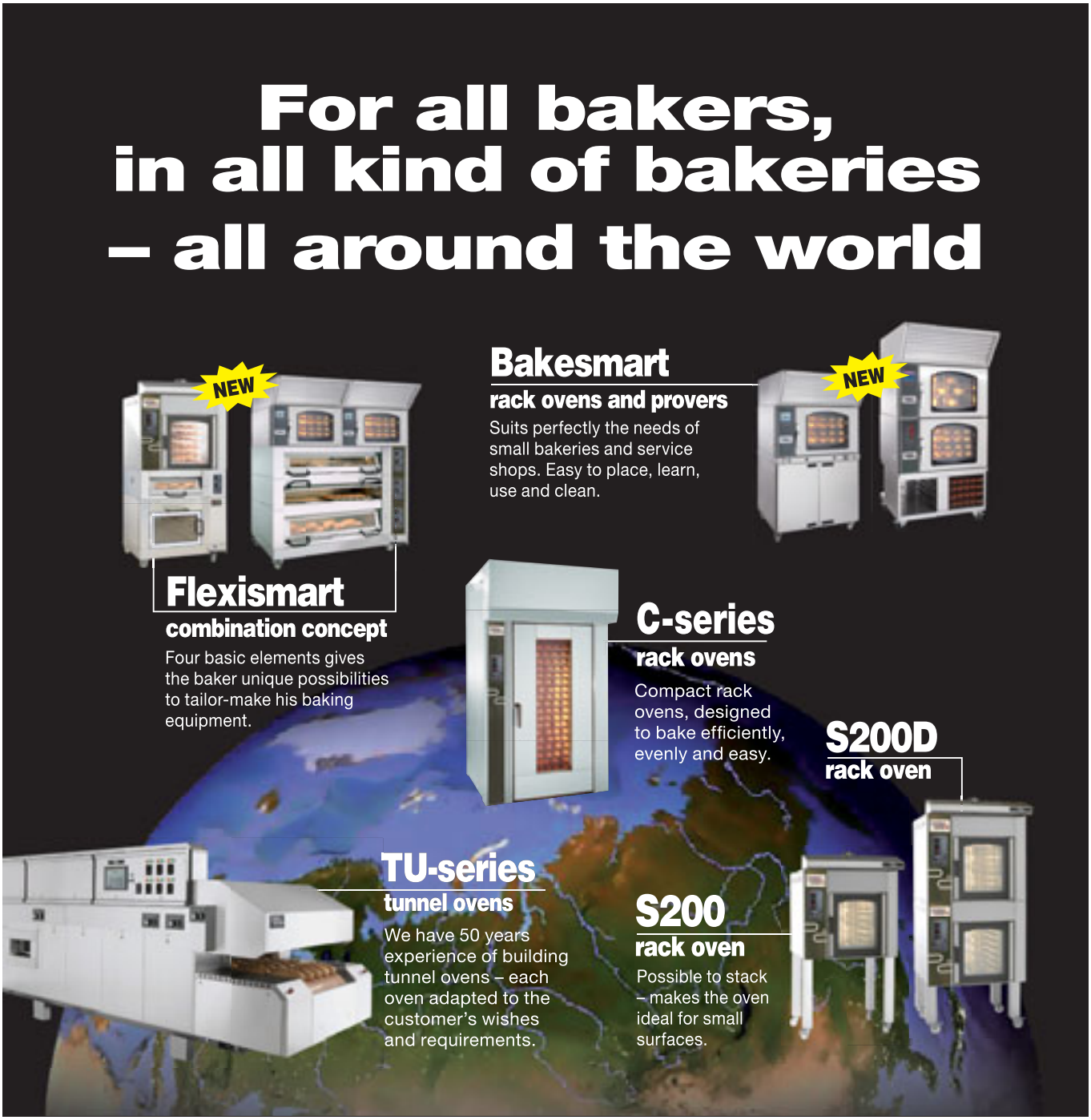

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