

Solution for a modern remote control

Shortly information on the treatments control and the remote assistance possibilities in the processing lines

Among the consequence of the markets globalization there is also the fact that the geographical distance among the plant manufacturer and the plant user are often remarkable.

This is not a problem for the commercial negotiation, that today uses the greater possibilities offered by the networks communication, but it become a problem for the technical support of the after sale service. In this case a timely intervention, sometimes also of preventive type, on a possible plant operation or use problem, can reduce the risks of machine stop. So it is guaranteed the quality of the processed product and are avoided the consequential economic losses for production cycle stops.

The direct management of the assistance out of the national territory meets immediately the problem of the intervention timeliness, but then followed by the difficulty and costs of moving technical personnel and their possible equipments.

Opposite, the indirect management, through representation nets or local personnel opportunely



trained and specialized from the manufacturer, that surely resolves the timeliness and moving problems, is not always possible in the industrial companies realities of middle or small dimensions.

These firms are often the most advanced in the new applications of the technological process, and constitute the principal characteristic of the Italian reality, recognized world leader in all the sectors of the preserving industry.

The just-in-time experience applied to the technical assistance has therefore suggested to use the same means of communications used by the commercial components, that is the use of apparatuses of communication (modem) connected in this case to the microprocessors systems (Plc) that control the machines.

This has also found as point of convergence with the production process control and documentation demands to keep up with market demands and new laws and regulations (e.g. the HACCP), that require to collect information from the different machines that compose the production line and to make them available to users set even in distant positions.

The list of the today technical possibilities



Preserving Industry

VEGETABLE

MEAT

begins with the use of base band modem connected on the normal analogical phone line, that is on the normal phone line that everyone have in his own house. These modems allow an elevated reliability and quality the communication, but they require the presence of a phone line with possibility to exit the firm workshop distributed along the whole production line, that is near to the machines to be checked. This limitation is resolved by the wireless modems, today GSM type, but that soon will be available in the wider band promising technologies as UMTS and Wi-Fi

The wide band, that is in practice the quantity of information that it is possible to transmit, is today one of the limits of the remote control systems.

Considering the maintenance problems, more serious is the fact that the production plant of the preserving industry is primarily constituted by mechanical devices. These are the principal source of the operation problems, but they are partially testable in indirect



way through electric devices, the only ones that might interface with a communication system. There is therefore the necessity to be able to interact with the Customer personnel, visually verifying also the state of the machine or its components. The world Internet diffusion and the availability of new devices to be connected to the plants acting as web server is the new frontier of the today remote assistance. With these apparatuses the possibility is not only to have access to the machine electric devices, but also to have together a communication line to interact with the local operator that presides the plant, and to see through one or more cameras the machine and its mechanical operation, so that easily individualize the anomaly and to resolve it.

Asepsystems

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