

SPRING 2018

OSPREYCONNECT

A TECHNICAL SOURCE FOR EMPLOYEES AND CLIENTS OF OSPREY

TECHNICAL BULLETIN

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WHAT IS IT, AND WHY DO I NEED IT?

Background

The controls for industrial machinery, such as the Osprey Drum Filter, have become more complex each year as additional safety features, feedback sensors, and advanced process control programs become standard features on the equipment.

In the past, the performance of a typical industrial machine could be adjusted by a knowledgeable technician using a screwdriver to adjust timers and relays or by referencing a user manual to adjust drive parameters. Today, most industrial machinery is controlled by proprietary solid-state controls or by customized PLC and HMI programs. Therefore, a highly trained technician equipped with specific software packages is required to make most changes to the machine performance. Most customers do not have the time or staff to train someone to become an expert on each piece of equipment in their plant, so they often rely on the original equipment manufacturer (OEM), such as Osprey, for a technician's visit. Not only does this visit requirement add the expense of a service trip, but it can also cause project delays and equipment downtime while the customer is waiting for the technician.

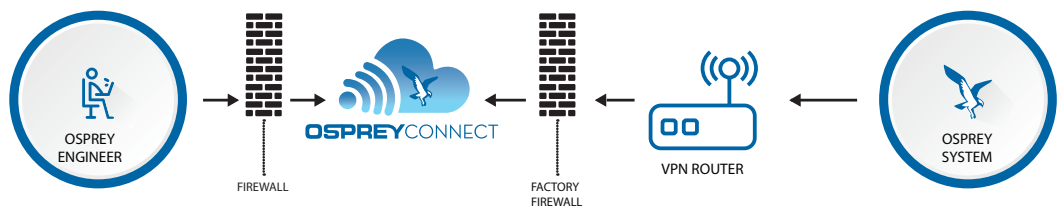
Osprey recognizes the difficulty that the increased machine complexity causes for customers, so we offer **OspreyCONNECT** as a solution integrated into the controls for all equipment. With **OspreyCONNECT**, Osprey can quickly analyze and service machines anywhere in the world.

OspreyCONNECT– What is it?

OspreyCONNECT is a cloud-based technology platform which helps customers get the most value from their Osprey equipment by providing access to technical documentation, equipment monitoring, and equipment support services. One very important feature of **OspreyCONNECT** is the ability to connect to the customer's machine worldwide using a secure internet connection. This allows an Osprey technician to access a customer's control panel to analyze and optimize its performance without needing to be on site. All that is required is that the customer must provide an internet connection to the control panel. This connection is usually accomplished by plugging an ethernet cable into the panel, but connection can also be accomplished by installing a data enabled cellular card in the panel. A router is already configured when it ships from Osprey, so it does not require any IT setup by the customer. Once the panel is connected to the internet, an Osprey technician can securely login to the machine to analyze the performance of the machine and make necessary changes to optimize the operation. In most cases, it is not necessary for an Osprey technician to travel to the customer's site.

OspreyCONNECT– Is it Secure?

Osprey uses a third party industrial router inside our control panel. This router establishes a secure outbound virtual private network (VPN) connection between the machine and a cloud-based server using the local internet connection. The router acts as a gateway which allows the



"The industrial router provides secure access through an outbound VPN connection..."

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remote user access to the machine devices in the local control panel, but it restricts access to the plant network outside of the panel. Access to the industrial router is controlled by unique user logins with associated audit trails, and all communications between the remote user and router are fully encrypted. For additional peace of mind, the router can be disconnected from the internet at any time by unplugging the ethernet cable or by disabling the wireless connection. Some customers provide the internet connect only when assistance is needed, although this limits some of the data collection and monitoring features which would otherwise be available. Our remote access solution is designed to be implemented without complicated IT setup and to be compliant with existing corporate security policies and firewall rules.

OspreyCONNECT- Why do I need it?

There are many benefits associated with **OspreyCONNECT**. The primary benefits to the customer include: drastically improved response time from Osprey when troubleshooting is required, reduced travel costs of Osprey technicians, minimized downtime, and optimized machine performance. Machine or process emergencies can be addressed within a few hours instead of needing to wait days for help to arrive. Some of the services that Osprey can provide through **OspreyCONNECT** include changing HMI and PLC code, adjusting VFD parameters, modifying machine messaging, and analyzing and tuning process issues. A recent customer

experience helps demonstrate the value of the remote access capability:

*“Osprey recently installed and commissioned a new Blue-Sky Drum Filter in our plant in Europe. After running the machine for a few months, we decided that we needed to change a timing sequence between the Osprey filter and our production line to improve the efficiency of the overall process. This timing change involved revising the PLC and HMI code, which was something that we were not comfortable with doing ourselves. In this situation, we would typically need to contact Osprey to schedule a visit, pay the travel expenses, and wait for the technician to arrive. During the associated delay, we would need to continue to run the process inefficiently or need to shut down. However, because of **OspreyCONNECT** we did not have to wait.”*

“The Osprey technician was able to securely connect to the panel remotely within an hour of initial contact and completed the requested software changes in less than 30 minutes. We were able to run the machine with the optimized process the same day contact was made avoiding machine downtime and travel expenses.”

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OspreyCONNECT– Additional Features

In addition to allowing troubleshooting and repair from anywhere in the world, **OspreyCONNECT** provides additional benefits to the customer including remote monitoring and data collection. These features are available and can be accessed through **OspreyCONNECT**. However, these are optional services which may require subscription fees or service contracts.

“OspreyCONNECT allows customers to quickly monitor the status of a machine or view performance trends ...”

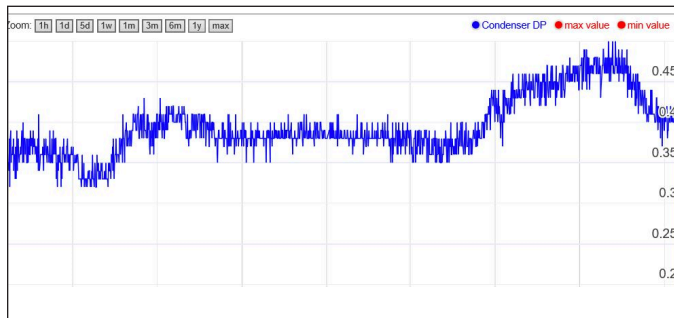


Remote Monitoring

Osprey can provide the optional service of automatically monitoring machines and can trigger alerts based on machine conditions. These

on the machine. Typical logging would include data from pressure sensors, amperage from motors, air volumes from flow sensors, and data

process issues and to develop preventative maintenance recommendations. Analyzing historic trends can reduce operating costs by identifying issues before they become problems and optimizing maintenance schedules. For example: The total energy consumption of a filter can be viewed at any time and can be graphed against the differential pressures of the filtration sections. This information can be used to determine the impact that increased filter differential pressure has on energy usage and then determine the most cost-effective schedule for replacing the filter media in each stage.



“Process data can be logged, viewed, and analyzed...”

alerts are usually in the form of text messages or emails to the customer. Standard alerts are sent for machine faults or alarm conditions, but custom alerts can also be configured. For example, if a plant has ten Osprey filters enabled with **OspreyCONNECT**, the designated personnel could get alerts when the filter media on any of the filters needs to be changed or when the airflow through one of the machines changes unexpectedly. In addition, the system can be set up to send out a monthly ‘health report’ to summarize the running status of the machine and to alert the customer of upcoming maintenance needs.

on process performance. This information can be analyzed over an extended time period and viewed on trend graphs to identify

Summary

OspreyCONNECT provides customers with remote analysis and repair services using our remote access solution. This feature saves the customer the time of waiting on technicians to travel to the site, the costs of travel expenses, and more importantly the costs associated with machine downtime. Osprey also provides customers with the option of utilizing the remote monitoring and data collection features in order to get email updates on machine alarms, health reports, and preventative maintenance suggestions based on historical data trends.

Remote Data Collection

Osprey can provide the optional service of remote data collection to log the information from the devices

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