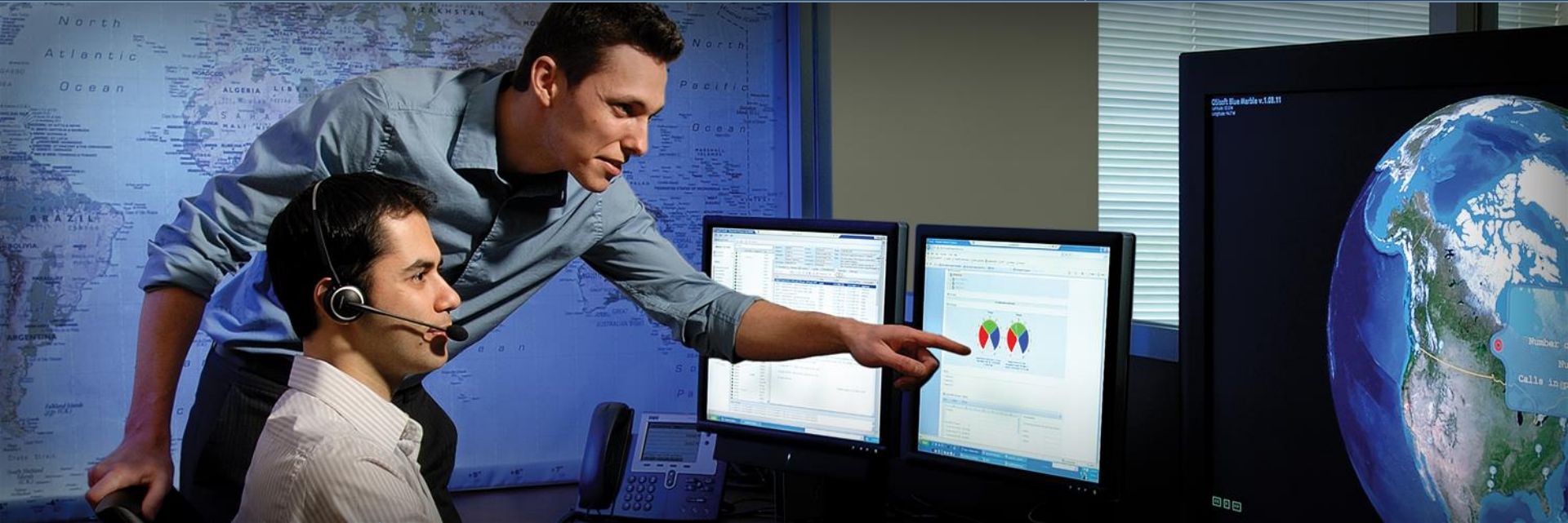




OSIsoft®

Regional Seminar Series



Verso Paper Corporation and OSIsoft Enterprise Agreement and Managed PI

Presented by: John Hume, Verso Paper

July 17, 2009

Maine

The Way Life Should Be

Empowering Business in Real Time.

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Verso Paper Corp - Androscoggin Mill

- ❖ One of four Coated Paper Mills in the Verso Group
 - ❖ Produce 500,000 ton/year Coated Paper and Pulp for Magazines and Periodicals
 - ❖ Consume 1.2MM tons of wood/yr and 40Mgal/day of water.
 - ❖ Produce 125MW electricity
 - ❖ Annual Sales \$1,628.8 million (2007)
 - ❖ Publicly traded as VRS

History



1999

IP buys
Corporate PI
Licenses

2006

10 servers,
130K points,
47 interface
systems,
65 interfaces

**FEB
2008**

Sartell
Mill
installs
Managed PI

**MAY
2008**

mPI
Install
Complete

2000

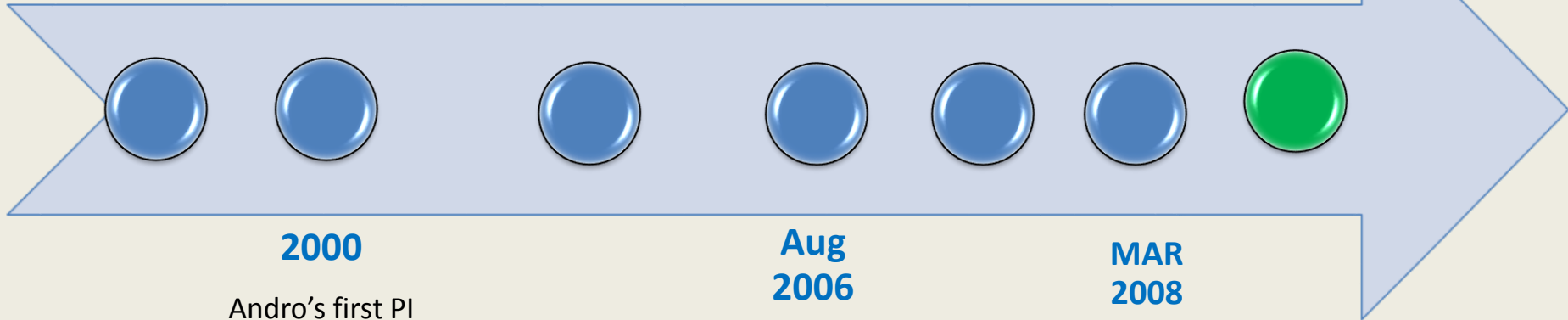
Andro's first PI
Installed:
4 Servers,
5K process
points,
10K scanner
points

**Aug
2006**

IP Divests
4 Coated
Paper
Plants;
Verso
purchases
EA

**MAR
2008**

Andro
begins
mPI
Install



Enterprise vs. Old Corporate Agreement VERSO.

Similar Features

- ❖ Both get unlimited PI points
- ❖ Both get all standard interfaces
- ❖ Both have 24x7 access to technical support

Enterprise vs. Old Corporate Agreement

What's New?

- ❖ OSIsoft will upgrade/patch/tune all PI components
- ❖ OSIsoft will monitor and alert Verso and/or fix problems detected by the Managed PI system
- ❖ Single Point of Contact for managing Verso and OSIsoft's relationship
- ❖ Access to the Center of Excellence (CoE) for strategic and tactical advice to get more value out of PI
- ❖ UC Vouchers
- ❖ Training Vouchers

Enterprise vs. Old Corporate Agreement

Why does it matter?

- ❖ 10 servers – all 2+ major version back
- ❖ 65 interface instances
 - ❖ Version inconsistent
 - ❖ Require frequent reboots
- ❖ 5 legacy interfaces
 - ❖ OPC and DCOM and XP
 - ❖ ABB Quaker Link Moore ICI & GE Cimplicity
- ❖ 1 PI Administrator



EPM Planning at Androscoggin

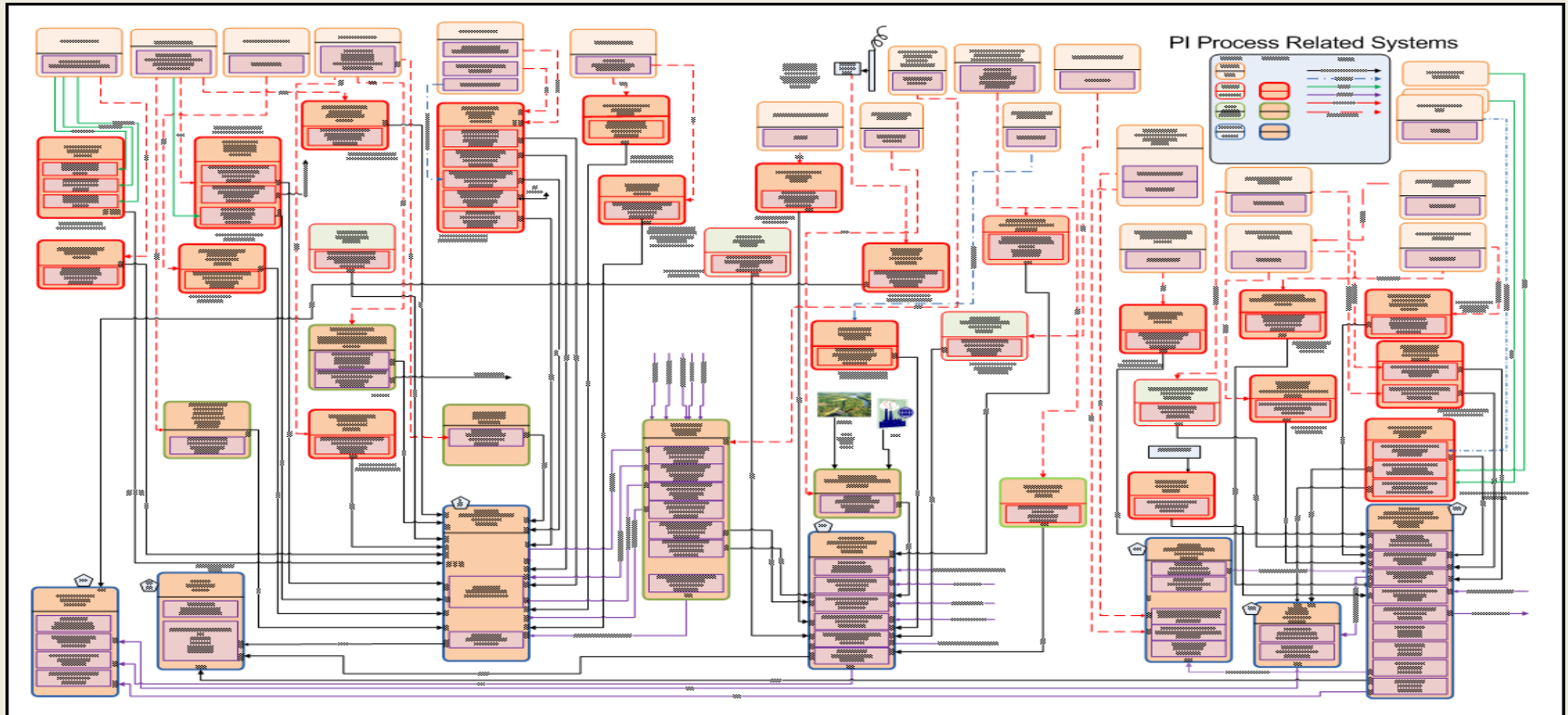


- ❖ 1 month to survey
- ❖ 2 months to build detail system drawing
- ❖ Implementation plan developed from analysis & drawing
- ❖ Decided on an “On the Fly upgrade” approach
 - ❖ No scheduled shutdown
 - ❖ Areas prepared for intermittent PI outages

Enterprise vs. Old Corporate Agreement



Why?



Week 1: Roll-Out



- ❖ 2 Field Service Engineers
- ❖ 1 Enterprise Project Manager turned temporary FSE
- ❖ Final Planning Session
 - ❖ PI Administration, Plant Process Management and OSIsoft
 - ❖ Set Scope
 - ❖ Develop schedule
 - ❖ Plan reboots
 - ❖ Each server needs 2 upgrades - Known Issue 17138OSI8
 - ❖ 3.xx to 3.4.370 .76 to 3.4.375.79
 - ❖ Add Managed PI and SMTP to OSIsoft NOC
- ❖ Perform 1st upgrade to set timing for rest of week



Week 1: Results



- ❖ Double PI Server version upgrades take 2.5 hrs/server
 - ❖ 10 PI servers upgraded
- ❖ All servers tuned & tested
 - ❖ Queues
 - ❖ Backups
 - ❖ Time Zone
 - ❖ Trust Table
 - ❖ Clients installed (PB/DL/SMT)
 - ❖ Debugging (Dr. Watson/MS Debug)
 - ❖ SDK
- ❖ Managed PI installed and configured
- ❖ mPI on 2 Interface Systems
 - ❖ OPC interfaces upgraded
- ❖ PltoPI upgraded - 16 instances
- ❖ MCN installed

Week 2: Roll-Out



❖ Interface Computers

❖ 31 remaining

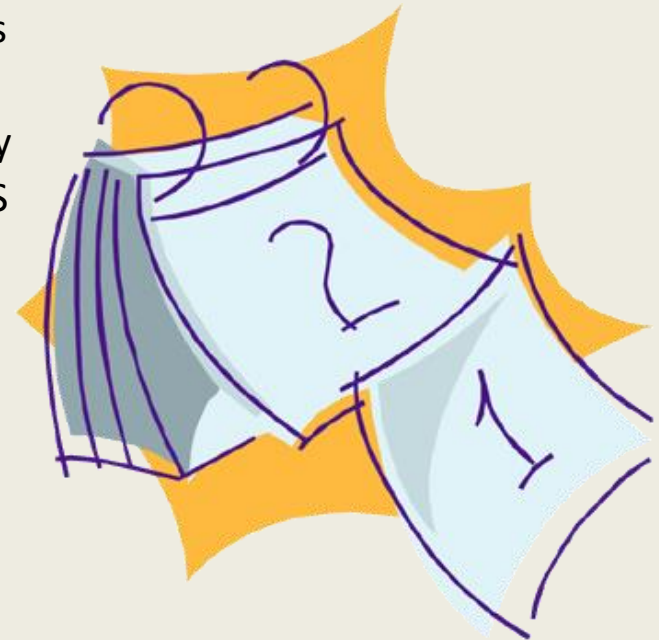
❖ Upgrade interfaces

❖ Tune

❖ Install Managed PI

❖ 15 interface types

- OPC
- APACS
- RSLinx
- HTML
- ABB Quaker Link
- ABB DIU
- Moore
- Modbus Plus
- PI-Batch
- GE-Simplicity
- UNIX Fox-AIS
- Fox XP
- ABB 1180
- PltoPI
- Ulma



Week 2: Results



- ❖ 3 OSIsoft Field Support Engineers
- ❖ Averaged 10 interfaces / day
- ❖ UNIX not monitored
- ❖ 2 Interface systems merged
- ❖ Managed PI installed but follow up required
- ❖ NOC monitoring 57 of 65 interface instances

Week 3+: Follow-up



- ❖ Continue resolving missing Managed PI information
- ❖ NOC monitoring 57 of 65 interface instances
 - ❖ 2 NT systems cannot be monitored
 - ❖ 1 Ulma interface not in production
 - ❖ Home grown interface not monitored
 - ❖ 1 UNIX
 - ❖ 3 in process



NOC Support Results



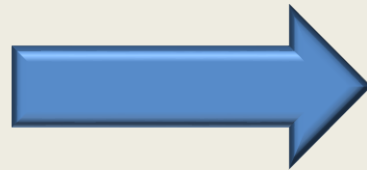
- ❖ Low memory alerts
- ❖ Unresponsive Interfaces
- ❖ Tags reporting I/O Timeout
- ❖ Follow the sun support via VPN
 - ❖ Perth, Singapore, San Leandro, Czech Republic, Montreal, Germany, Bahrain
- ❖ Provided NOC with instructions for determining priority alerts
- ❖ Working to help NOC discern real problems from process down time
- ❖ NOC has become primary Interface support with VERSO as Secondary
- ❖ **Took 3 week vacation – NO PROBLEMS!**



Value Now!



- ❖ 3 weeks to PI Done Right!
 - ❖ Without the EA, time to upgrade/patch/tune is indefinable
- ❖ Stable PI environment
 - ❖ OS/soft updated systems for recent Security Patch
- ❖ OS/soft Eyes & Ears
 - ❖ More ZZZ's at night
- ❖ Shift activities from fighting fires to adding value



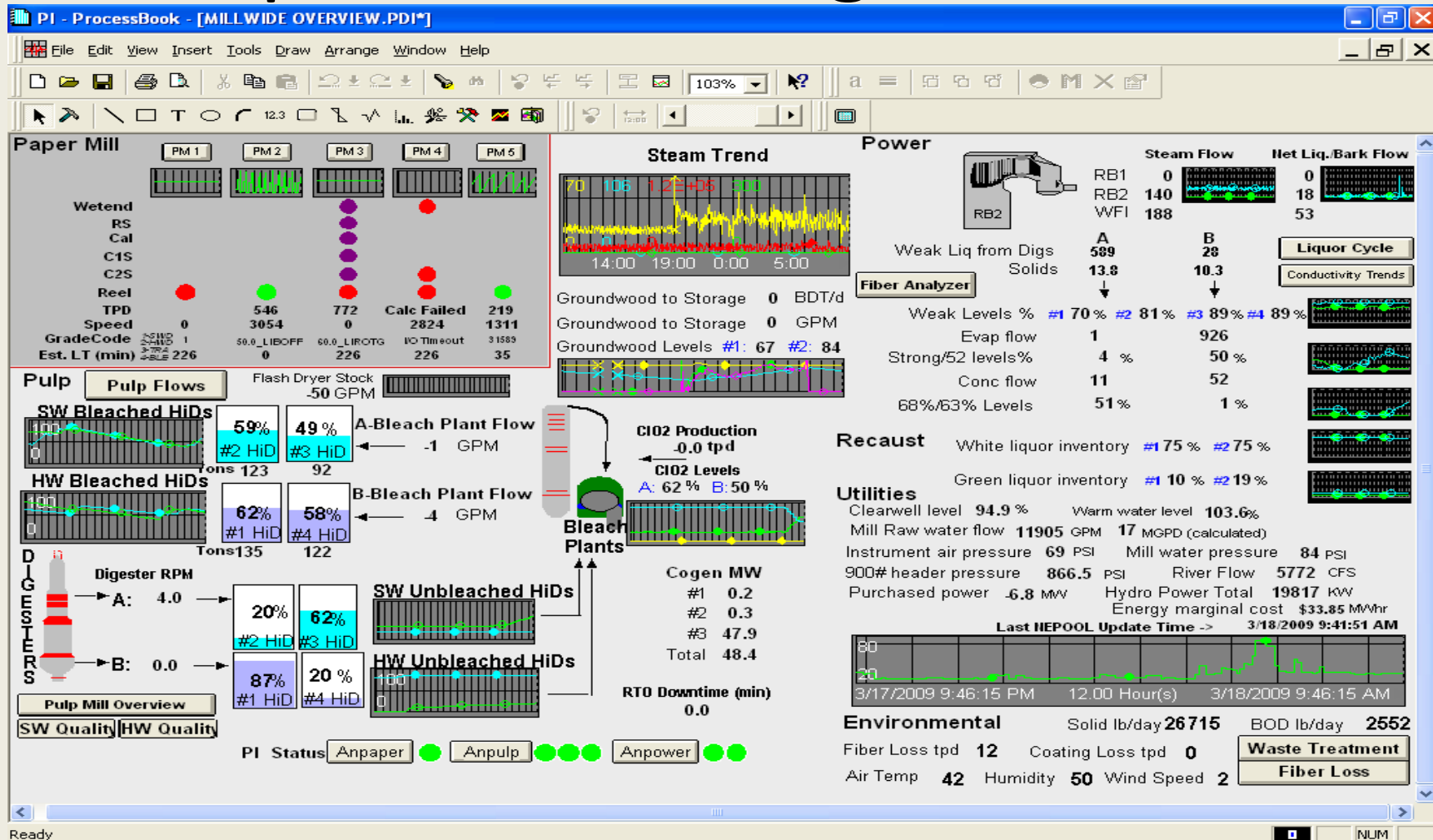
Value Over Time!



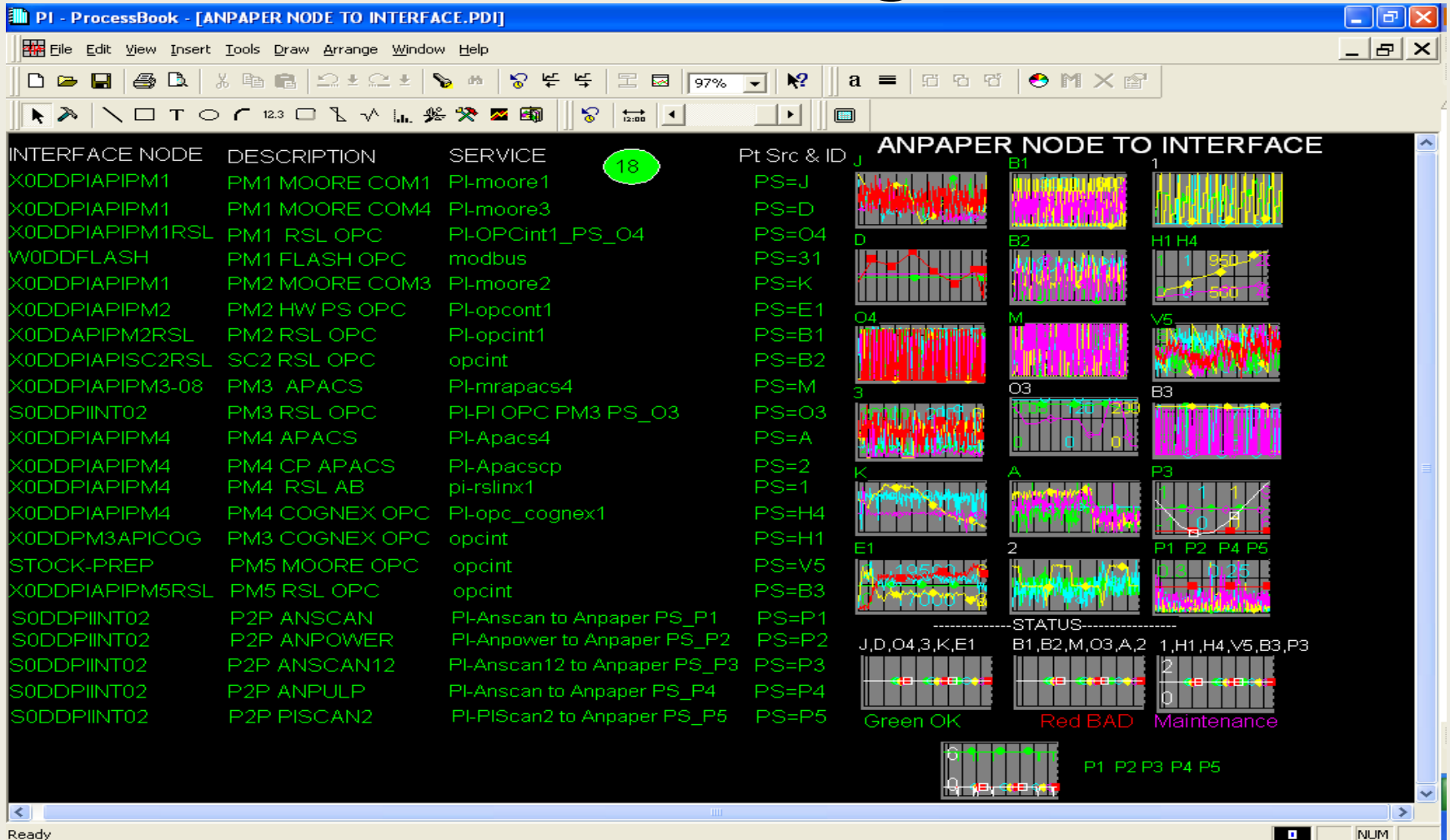
- ❖ Next Steps: Involve Center of Excellence
 - ❖ Lower cost of ownership by evaluating and restructuring complex PI architecture
 - ❖ Implement High Available Servers and Redundant interfaces
 - ❖ Automatic PI software updates
 - ❖ Explore VM
 - ❖ Explore Web Based PI access
 - ❖ Hold Value Realization Process to identify business and process initiatives where PI can add value



Operations at a glance mPI



mPI area at a glance



Questions





Thank you

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