

A large, diagonal background image showing a bowl of soup with a garnish of fresh herbs. The image is in grayscale and is partially obscured by a red overlay containing text.

SCADA Upgrade Case Study

Novotek's replacement of an outdated and unsupported OS and associated SCADA system helped a soup manufacturer to maintain its premium reputation

Cleaning Up A Consolidation

Background

When a major food manufacturer recognised their flagship premium soup lines were vulnerable to failures in the production system, they called in Novotek Solutions to ensure customers' tastebuds would continue to be stimulated.

The XP Legacy operating system was no longer supported, so they were unable to replace failing hardware or expand the SCADA system onto new hardware. They were also unable to carry out security updates. To make matters worse, obtaining the correct level of support for the system was proving very difficult, leaving them highly vulnerable to system failure.

Existing hardware was outdated, un-reliable and no longer suitable for the environment in which it was being used. It urgently required replacement, however due to the existing configuration of the system, it was a time consuming and complicated task, requiring additional support from in-house IT resource.

The client's priority was to address and reduce the immediate risk of computer failure, whilst operating within budgetary constraints. A pragmatic and targeted solution was essential to ensure objectives were met and project over-run was avoided.

Solution and implementation

Novotek Solutions' approach was to "stabilise the patient". It virtualised the software and placed it onto modern hardware, which came with a replacement guarantee. It replaced the operation's non-industrial PCs with rugged "thin client" workstations, which do not need to carry an operating system themselves.

The diverse hardware was replaced with a single, central server, with links to the virtual clients at the appropriate plant locations. Removing the server from the working environment makes it much more stable, robust and reliable.

“Novotek as a company are fantastic, great people and great support!”

- Process & Automation Engineer





Outcomes

If a shopfloor workstation fails it can simply be unplugged and replaced with a new unit from the store. Once it is confirmed that the IP address is correct, operations can be resumed.

Novotek Solutions was able to deliver system virtualisation, replacement and commissioning— without disrupting production – by working overnight and at weekends, during scheduled downtime.

The client now has a modern, stable and supportable system, increased flexibility and a greater level of redundancy and resilience. At the same time, its reliance on the IT department has been reduced and the company is now well placed to embark confidently on enhancements to their SCADA solution





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