

# Press Release

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## **Gas utility company selects ProcessVue<sup>®</sup> alarm management software**

A major US-based natural gas distribution utility company has selected MAC Solutions' ProcessVue<sup>®</sup> software suite to manage and report on process alarms across its operation.

Initially, ProcessVue<sup>®</sup> will interface with the gas utility company's legacy control system, which is being upgraded over the next 12 months. The gas utility company provides natural gas services to more than 150,000 customers.

The contract was awarded to UCDS Inc. (User Centered Design Services), MAC Solutions' distribution partner for ProcessVue<sup>®</sup> in the USA. Founded in 2000, UCDS consultants have more than 100 years' operational experience in the Refining and Petrochemicals industries and have designed over 1500 control room facilities, which optimise operator and organisational performance. UCDS has installations in a variety of industry sectors, including oil & gas, iron & steel, aluminium, pipelines, power plants, pharmaceuticals, pulp and paper.

UCDS will manage meeting US regulatory requirements at the customer's control room facilities, ensuring that the correct software and control systems are in place to support this.

There were two primary reasons why the customer selected ProcessVue. The company's existing alarm management software was written by one of its SCADA programmers. The software meets the criteria for PHMSA (Pipeline and Hazardous Materials Safety Administration) but couldn't supply the reporting needs that the customer required. The system could pull raw data and categorise this but lacked the proper analysis, report generation, automation and a means of transferring the actions taken back into the main SCADA database. The customer did consider other alarm management software

applications, but ProcessVue was the most cost effective in terms of implementation and annual support.

ProcessVue® is a suite of software from MAC Solutions that provides clear, relevant and prioritised information to plant operators, supervisors and managers, enabling them to make better-informed decisions about their processes and plant safety. The software combines the latest communication, data logging and reporting technologies with more than 25 years' experience in design and implementation of Alarm Management and Printer Replacement software. ProcessVue can be used as a standalone application or to bring together multiple disparate systems onto one common platform.

Features within ProcessVue® include advanced KPI reporting based on EEMUA 191 guidelines; alarm rationalisation (locating 'bad actors' and 'nuisance alarms'); Sequence of Event and real time display in web browser; alarm system benchmarking; alarm and event analysis; and alarm and event archiving.

Tim Ricketts, Director at MAC Solutions comments: "We are delighted that another overseas customer has chosen to implement ProcessVue®. Whilst other alarm management software providers are withdrawing support of their existing products, MAC Solutions is continuing to invest in new features, functionality and support services for ProcessVue®."

For more information on ProcessVue®, please visit the website at [www.ProcessVue.com](http://www.ProcessVue.com) or telephone 01527 529774, or email [sales@mac-solutions.co.uk](mailto:sales@mac-solutions.co.uk) .

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#### **Note to Editors:**

#### **About MAC Solutions**

MAC Solutions ([www.mac-solutions.co.uk](http://www.mac-solutions.co.uk)) is a UK-based maintenance, automation and control systems provider and technical service and support company that specialises in helping customers select and source appropriate systems to help leverage their production machine and process data from existing plant control and automation systems, up to enterprise business level systems. With more than 25 years' experience in the industry, MAC Solutions offers a range of industrial Ethernet 'open connectivity' solutions, as well as version control software, industrial Ethernet switches, web visualisation tools, alarm management software, connectivity devices for Siemens' PLCs, Ethernet-enabled OPC servers, industrial monitors and PCs. MAC

Solutions' clients include utility companies, food and beverage manufacturers, power generation, breweries, oil and gas, automotive, water treatment, wind farms, paper and print, electronics and pharmaceuticals.

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