



Global Messenger
The next best thing to
being there



In manufacturing facilities around the Globe, today's challenges are similar. How can product quality and productivity be improved while minimizing costs? As equipment technology becomes more and more sophisticated, do current employees have the skill set to properly operate, effectively maintain and to quickly troubleshoot advanced technologies. Most manufacturers are attempting to answer these questions and are actively looking for solutions that enable production lines to reach maximum efficiency but at the lowest total cost.

Oftentimes, these sophisticated packaging lines are being operated and maintained by fewer and fewer operators/maintainers. Therefore, many of these operator/maintainers have increased responsibilities, many of them having duties over multiple lines. The challenge for them is to keep tabs on the machine or portion of the line that requires their immediate attention. A problem that is not immediately detected causes loss of production, waste and potentially quality issues. Billboard displays, horns, and other attention devices are no longer adequate to manage advanced lines, because to notice or hear them, the operators have to be in close proximity at all times.

Blackberry and internet PDAs have revolutionized the way corporate business is done. Can you imagine our real time world without these tools? Recently Hartness International introduced a way of utilizing mobile technology keep track of

activity on production lines using these common hand held devices. Hartness calls it the Global Messenger.

What is Global Messenger?

The Global Messenger is a world class real-time method of transferring line information to PDAs and to desktops. More simply stated it is a Pocket HMI (HMI=human machine interface). You might say the Global Messenger is the next best thing to being there.

The Pocket HMI

No longer do you have to rely on the displays, horns, or lights", says Topper Hartness, the developer of this system, "Line personnel can carry a Pocket HMI. When a line PLC detects a problem, an alert is sent to the Pocket HMI via the World Wide Web. The Pocket HMI can be a Blackberry, Treo or any device capable of receiving e-mail or SMS messages. Most PDAs, phones and some pagers can receive these messages, generally within seconds of the occurrence. This allows quick identification of the error and quick determination of the resources that are needed to fix the problem, reducing down time."

Customized Alerts

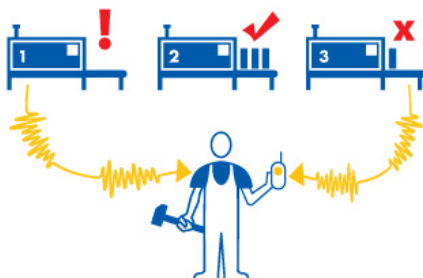
"You can find many products on the market to send you messages from the line's PLC, but one difference with this technology" explains Hartness," is the "subscription" feature, which allows users to select the types of messages (alerts) they need to receive from the production line. For example, the electrical group might receive only electrical related alarms, the process personnel may choose batching messages and production supervision can get all messages relating to the production. Messages can be shared across groups, too. Individuals maintain their own account and can easily change the selection of alerts they receive, without having to enlist IT services. "

Searchable database

"Where the plant personnel will appreciate the *real time* features of Global Messenger, management will

Global Messenger alerts specific individuals with custom information

Messages are sent when trouble is identified or when events like the stopping of a line occurs



Alerts and messages can be received by most mobile devices and also via e-mail



Global Messenger software is highly customizable for each individual users needs

recognize the benefit of its reporting capabilities.” says Hartness. “In addition to the real time alarms, they can choose to receive grouped messages at the end of the shift, or end of the day reports such as total production, efficiencies, or downtimes on a particular line. All events are stored in a searchable data base that is accessible over any web connected PC. Once connected, the user has complete access to all data on the selected production line. Users can review the day’s events or do custom searches back into history where they can see all the alarms that have occurred to date. This historical feature

“With Global Messenger”, adds Hartness, “the owner/managers have the flexibility to monitor a specific production line or multiple lines in multiple cities, from just about anywhere around the world at anytime they choose. Staying connected to their business is as easy as checking email.”



The basic view above shows all alarms that the user has selected, sorted in real time order and on the right the totals for each alarm. This section shows the areas that need the most attention. All data can be sorted by the column headings.

Global Messenger gives users the ability to monitor the performance of multiple lines in any location at any time.”

Simple IT set up

Global Messenger consists of two parts: the web-based PC and Hartness’ proprietary Global Client software. The Global Messenger is installed in the line electrical enclosure; all the user software is on the Web. All efforts have been made to make this system hacker resistant. There is no mouse, monitor, keyboard, or any external peripherals. This is to restrict access to the unit and its software. All access to the Global messenger is done through the WWW. This allows external remote service, like updates etc..

The only requirements for the IT department are to set up the original administrator and to supply a connection to the internet. If normal restrictions do not allow connection to the plant network, a telephone modem connection to the internet works well. All maintenance of the configuration and set up of messages are the responsibility of the user.

- ALL software is on the Web.
- No software required on the computer or PDA, phone...
- Any computer with Web access can get to the Global Messenger (if customer allows).
- Maintenance can be performed remotely (if allowed by customer).
- Installation is quick and easy and is Plug & Play. Most all equipment connected to the production line can use the Global Messenger.



The users select which alerts they want to receive and the specific time of day they want to receive them.

Vendor Management and Total Customer Satisfaction

Global Messenger is an obvious choice for notifying management and plant personnel of recurring faults so that proper action can be taken. However, if used to its fullest potential, Hartness’ Global Messenger offers a revolutionary tool that increases the frequency and quality of communication between OEM and their manufacturing clients. Global Messenger enables OEMs around the world to be more pro-active in addressing recurring issues on their equipment, and it also decreases OEM dependence on communication from busy personnel on the plant floor. As we all know, no news is not always good news. Because Global Messenger communicates faults immediately over the Web, information is relayed around the Globe in an instant. For the pro-active OEM, Global Messenger is a cutting edge tool that aids in the pursuit of Total Customer Satisfaction around the Globe.



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