



**Overview**

**Customer:** Cheese Processing Plant

**Industry:** Dairy

**Key Benefits:** Security, Cost Savings

**Solution:** ThinManager

Having more than 30 years of expertise in process controls engineering and extensive experience in manufacturing plant retrofits, ESE, Inc. was the name that came to mind for a major cheese processing plant in California looking to upgrade and modernize their operations. The selection of ESE over other vendors was made after considerable review of capabilities by this producer - the twelfth largest dairy processor in the world, the largest in Canada, the third largest in Argentina, and among the top three cheese producers in the US, serving customers in over 50 countries.

## Twelfth Largest Dairy Processor in the World Selects ESE, Inc. for Plant Retrofit and SCADA Client Management Solution

ESE, Inc. was selected to upgrade their existing processes with a combination of modern hardware and a Rockwell Automation FactoryTalk SE distributed SCADA system. They replaced the older Panel View terminals as well as legacy RSVIEW32 SCADA systems that were on the factory floor with Allen-Bradley 200R Versa View Industrial PCs to give them more reliability and greater flexibility.

“FactoryTalk View SE was designed for this type of large scale integration,” stated John Tertin, Director of Manufacturing Information Systems at ESE. “Rockwell Automation offers the FactoryTalk View SE Client which can be installed locally on a terminal, but in larger configurations, the recommended architecture is to use a Terminal Server that has the SE Client on it while terminals on the plant floor connect to the Terminal Server using Remote Desktop Services. This configuration dramatically limits the amount of client-side configuration that is necessary.”

After fully upgrading the hardware and software, a new set of needs and challenges became apparent to the client and ESE. Using the Allen-Bradley 200R VersaView Industrial PCs on the floor left the customer vulnerable to viruses and malware.. In addition, maintenance was a headache as the control system is isolated from the internet and corporate networks which meant there was no way to upgrade or apply security patches to the Windows XP-based PCs. This made them more vulnerable and less efficient over time.

ThinManager was introduced by ESE as a solution – a centralized thin client and terminal server management software,

which reduces points of failure across the plant floor and dramatically improves efficiency when replacing or adding additional terminals to the system. By using ThinManager, they converted the VersaView 200Rs from PCs to thin clients via the PXE Boot function (ThinManager XLI). PXE Boot allowed the PCs to load the ThinManager Firmware from the network instead of booting the Windows OS located on the PC hard drive. This let them immediately switch from PC based computing with high maintenance to thin client based computing with savings due to centralized management.

With most new software installs, there is usually a learning curve on the part of the integrator as they become accustomed to the best way to install and deploy new software, but not in this case. For ESE, using ThinManager was fast and efficient. According to Tertin, “We had the original configuration set up within a few days, including all of the clients and the mirrored ThinServers, and optimizing the settings relating to periodic monitoring and load balancing between multiple Terminal Server.”

Ultimately, installing ThinManager allowed this dairy producer to save significantly on their administrative costs because ESE no longer had to travel to the facility to manually disinfect SCADA terminals. With savings adding up on the administration alone, the ROI for a ThinManager solution becomes apparent. Now ESE’s customer is no longer susceptible to viruses, nor are they required to continue installing Windows updates on the individual machines with no connectivity. They still have to keep the Terminal Servers updated, but that is only a few servers as opposed to dozens of clients scattered across the plant floor.



ESE, Inc. has been at the forefront of designing and commissioning innovative plant automation systems for food and beverage applications since 1981.

ESE tightly integrates leading-edge analytical instruments with best-in-class control systems and sophisticated software resulting in improved plant utilization, increased yields, better product quality, and faster delivery.

The cornerstone of ESE's instrumentation line is the family of Q5 Near Infrared Analyzers— designed for lab, in-line and at-line environments. In use at major production facilities across the country, Q5 analyzers provide fast and accurate analysis of liquids, solids, slurries, and powders.

ESE is a stable, growing company whose committed employee-owners contribute their ideas and skills to influence and share in the success of our company and of our customers.

For more information visit us on the web at [www.ese1.com](http://www.ese1.com).

So what does the future hold for ESE's large food manufacturing customer and ThinManager? "This is going to be the new standard," said Tertin. "They have already standardized on the FactoryTalk View SE distributed platform, and ThinManager is part of that standard. Going forward, ThinManager will be employed wherever the SE system goes."

For ESE, ThinManager is now part of their solution kit for their customers. ESE's customers are now benefitting from maintenance-free hardware, server redundancy and failover, server load balancing, enhanced security and much more. For management, they immediately see how ThinManager minimizes risk, reduces maintenance, saves hardware expenses, saves administration time and effort, and minimizes hassle – ultimately leading to a solid ROI.

Aside from immediate benefits within a manufacturing plant, ESE can also reduce headaches and minimize downtime for customers from within its own building. For customers with ESE's *Technology Continuation Plan*, ThinManager enables the Customer Care team at ESE to remotely view and access any of the terminals on the plant floor and shadow their systems to see real time plant data. ESE can take control of the terminal, drive the screens, and help determine where problems may be occurring. Whether around the corner or thousands of miles away, ESE can show an operator first-hand how to overcome the problem.

Security.  
Savings.  
Sleep-filled nights.

With ThinManager as a centralized thin client and terminal server management software solution, you will no longer worry about your systems.

The benefits of using ThinManager were almost immediate for this dairy processor.

- Unprecedented control and security in a sustainable and scalable platform
- Deployment of less expensive hardware while giving users the applications and tools familiar to them in a format that reduces management and hardware costs while increasing security
- Seamless integration with existing SCADA systems while providing a number of features, tools, and methods of access
- Simple to monitor and adjust user sessions from anywhere
- Multiple Display Client options including Terminal Servers, shadowed thin clients, IP cameras, or VMWare® virtual machines
- Administrators can allow multiple user sessions to operate at the same time and each can be viewed and/or controlled directly from ThinManager or from any authorized thin client terminal on the network
- ThinManager renders display clients through a number of different types of thin client hardware available from multiple manufacturers and offers the ability to expand the number of sessions, which can be simultaneously viewed from any designated work station