



Advantage Customer Testimonial Principal Engineer - Major Pharmaceutical

“Advantage Industrial Automation revamps Pharmaceutical data salvage and systems function through project mapping and supply coordination”

“This company is a research-based global enterprise with leading positions in the manufacture of health care, nutrition and new-technology products. One of these products is insulin injectors, and at one point we had a myriad of problems involving system failures and data retrieval at a plant where we make the injectors. AIA’s timely intervention in the SCADA upgrade at this location is turning what had been a disaster into a success.

This is our first big project with AIA, I’ve been working with them on this for about a year. Let me tell you what we were up against before AIA came into the picture. The FDA requires us to retrieve data from the product manufacturing process so that we can validate our quality control. Without that data, there is no product to sell. The software was so old and obsolete that we couldn’t get any support for it. It wasn’t clear who was in charge of making it work – us, the provider or the third party systems integrator. The software and configuration limitations we faced led to system failures and put the reliability of our data into question and that costs us money.

The absolute low point came when my PLCs shut down and my process spun out of control. During the few hours the line was down, we lost a quarter of a million dollars in product and time. We called Rockwell into fix the problems, since they’re PLC-related, but it took two weeks to figure out what went wrong.

So where did we go from there? Well, after this experience, we felt it wanted turnkey results through a single-source vendor. That’s where GE Fanuc came in, via AIA, their local rep. And while GE Fanuc has the lead role in this project now, it was the groundwork laid down by AIA that got us moving in the right direction.

We had AIA come in last April to configure a prototype. They connected to a PLC system, brought in servers and created microcosm of the system. The AIA team coordinated seamlessly with GE to bring in the necessary components so that GE’s MES software could ensure that our production ran uninterrupted and we mined the necessary substantiating data. That was really above and beyond the call of duty for AIA.

I really like the way they work with us and GE. ***Their approach is collaborative, team-oriented and problem-solving. Some companies forget the service after they’ve sold you the goods. Not AIA. They’re the best in that regard.***

We expected that our commitment to AIA and GE Fanuc would give us the support and dependability we wanted. But we also got higher-quality data, better access to it and more connectivity into external systems. I’d recommend AIA to anybody else in a heartbeat.”