

## [ CASE STUDY ]

**Customer:** Aldersgate Aged Care Complex South Australia

**Solution:** D62 Handsets



## CASE STUDY ACI GLASS PACKAGING ADELAIDE

ACI Packaging, headquartered in Melbourne, Australia, operates nine glass container plants and two mould shops located in Australia, New Zealand, China & Indonesia.

ACI Glass Packaging has five container manufacturing plants in Australia and New Zealand with annual sales representing 10% of O-I sales world-wide.

In both countries, ACI has a strong presence in beer and wine packaging and also manufactures a wide range of food and other beverage glass containers.

### Requirements

ACI Glass Packaging is a subsidiary of Owens Illinois (O-I), the world's largest manufacturer of glass containers.

In all manufacturing operations production disturbances are costly events – so the quicker the production process can be re-established both up-stream and down-stream impact is minimised thus saving time, effort and money.

With this in mind ACI Glass Packaging wanted a system that would automatically distribute production alarms to the relevant staff, with accountability, for an immediate response.

### Solutions

By Integrating Ascom's specialised 9d24 (now d62) Messenger handsets and the DURAsuite alarm management application with the existing Allen Bradley PLC system (Programmable Logic Controller), Ascom delivered a solution that automatically distributes production alarms to a response team of engineers and electricians.

Each production alarm is sent to each response team members DECT phone as a priority alarm message with specific details describing the fault. A response team member must then accept responsibility for responding to the fault by pressing the "Accept" key on their DECT phone – this is then relayed to the other response team members to keep them up to date with the situation.

The response team member initiates the required response to the situation based on the company's standard policies.

Should none of the response team members "Accept" the initial alarm message, it is then re-sent to each team member. In the unlikely event that the re-sent alarm is not accepted by a response team member, the alarm message is then escalated to a wider group of support personnel and management for immediate response. All alarms raised are sequentially logged and time-stamped for management reporting.