



ORSI AUTOMAZIONE Applications

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360° Support program

360°Support Program

With a 30+ years' experience on ORSI AUTOMAZIONE technology, applications, support, products we are able to provide a full 360° support service from the repair services, maintenance, spare parts support, educational services for your technicians. Everything with only one point of contact, a quick response time for your support requests.

Obsolete systems and their life cycle management

Nowadays the majority of our clients wants to continue to safely use their current control system, keep it running, well maintained. The system reliability objective is more complicated in case obsolete systems that are no longer support from the manufactures (for both parts/repairs and support services).

Our objective is to support our clients and, in case they would like to continue to use to use their ORSI AUTOMAZIONE systems, we create a tailor-made support program which includes all the necessary support services as well as the required spare parts.

This program may include:

- Define a preventive and stabilization maintenance plan
- Spare part inventory (including obsolete part, repair services).
- Disaster recovery plans to recover data and functionalities of the SCADA/DCS after an emergency event
- Periodic SCADA/DCS inspections
- Define “intervention procedures” or create a customized training for the plant technicians

Tailor-made maintenance program

With an extensive experience on ORSI AUTOMAZIONE applications, products & technologies, especially on the field, we have learned the importance on keeping the “supervisory & control system” well maintained and fully functional.

The life cycle management of the supervisory & control system is a very important aspect of every application. Therefore, keeping in mind the obsolescence status of the ORSI® systems combined with our support experience over the years, we have the learned to

identify critical aspects of the ORSI system, specific procedures to not only maintain the system running but also to implement small corrective actions and application adjustments focused to improve the application functionality & stability.

Our mission is to provide to our clients the “tools” to be self-sufficient in the day-by-day management of the ORSI systems. For this reason, each client has its own customized support & maintenance plan tailored on the characteristics of the application, installed products, age of the installation, existing issues and technical challenges.

Our program typically is based on the following pillars:

- Periodic on-site inspection (at least once a year)
- Certain number of included service requests (remote)
- A specific maintenance & diagnostic training (typically 2-3 days)
- Inventory check on spare parts
- Analysis of the historical failures / repairs

On-demand technical support service

We do understand our customer need to balance the technical needs to avoid plant failures with the financial cost of a support contract for this reason, once defined the customized maintenance plan, properly instructed the technicians and verified the presence of the spare parts, it has been proven that an on-demand support service is the most efficient and cost-effective way to obtain that balance.

Our solution to minimize the burden of a full support agreement is to offer a support contract with a low annual fee (which will include the service activation, the on-site visit and a certain amount of support requests based on the historical information) and, if needed additional service request which will be handled on a case-by-case basis.

In case our client has a remote connection available we can provide the necessary assistance to setup the connection with the ORSI system always keeping in mind the client security policy and in any case no connection will be established without a specific client request (and presence during the duration of the connection).

Educational services

Our extensive experience on ORSI® (after 2001, SIEMENS) technology allows us to provide a wide range of educational and support services that can be eventually customized with the reference to application or the customer need. Below some of the most common training classes:

- Maintenance & diagnostics on ORSI systems
 - System architecture & configuration
 - Application backup and data collection
 - Data gathering (files, logs, and system data for troubleshooting purposes)
 - Visual analysis and periodic inspections
 - Basic procedures on intervention due to system failure

- Operator training on ORSI applications
 - System Navigation
 - HMI, Alarms, Trends

- Hardware training on ORSI® products & technologies:
 - PMC Series 1, 5, 8/86, 10, 15/86, 15/386, 20,
 - PMC CP16 (controller for Rockwell Automation environment),
 - OpenPMC Lite, Open PMC xx1, xx2, xx3, xx4,
 - T-Boards (field I/O modules).

- Software training on ORSI® products & technologies (CUBE e SIMATIC IT):
 - ORSI® Cube (SCADA) 2.xx, 3.xx, 4.xx
 - ORSI® Cube (MES) XBatch vers. 3.x, 4.x
 - SIMATIC IT Historian 5.x, 6.x

Spare parts & repair services

We do have several ORSI® spare parts however, our inventory is quite volatile (on a first come, first served basis) so we do recommend to contact us in advance so we can go through the technical review of your request (to determine the right part) and check the related availability. Both new and refurbished parts are available.

We can provide repair services for your ORSI® parts, in any case taking into account that the last production was approximately twenty years ago, in some cases the part may not be repaired. In such cases, we are maybe able to provide an “exchange” service with a refurbished part.

Contact us for you repairs (not only for ORSI parts) there are no initial costs, we will receive the part, inspect it, and only then provide the repair cost and let you decide if move forward or not.

Emergency & recovery situations

Even if from one hand is more complicated to get obsolete or old parts, in the other hand today we do have many tools to create backups, HDD images and virtual machines that can help to recover from emergency situations. All that combined with our experience (to identify critical system & application aspects), the capability to provide spare parts, repair services etc. allows to define customized procedure to minimize downtime as well as a step-by-step process to recover from an emergency system failure.

To maximize the benefits of a disaster recovery plan we suggest to our client to implement a proper preventive and periodic maintenance plan.

Who we are

JPE Services provides a wide range of services for industrial automation application including engineering services, commissioning support, technical support and consulting services for various industrial environments (Energy, Chemical, Chem-Pharm, etc.). The company has been established in Massachusetts (USA) in 2007 and has been founded by Pietro Paci which has operated for more than three decades (initially in the ORSI Group, SIEMENS Energy & Automation then JPE SERVICES Inc.) in the supervisory and control systems in industrial applications.

Our specialties

JPE SERVICES provides and manages various activities from project management related task to support and consulting services (for both hardware and software aspects) in various industrial segments with a special extensive experience on legacy system and migration projects (PLC, DCA, SCADA) and maintenance programs. Our mission is to assist our clients in every aspect of the project/application with the combination of specific and personalized services starting from project services to support & maintenance programs.

Our specific experience with ORSI AUTOMAZIONE SCADA (CUBE/SIMATIC IT) and DCS (PMC) makes us the ideal partner to maintain or migrate your ORSI application.

Our Experience

Our business model is based on 30+ years of experience on the field on control system in an industrial environment. Such experience allows us to provide to our clients a professional and qualified support on every aspect of your application/project. Our knowledge core is based on ORSI & SIEMENS technologies however we can, through a network of trusted partners, expend our capabilities on other technologies, applications or get additional resources for big projects.

For any question you may have, do not hesitate to contact us:

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