



The Full Picture with a High-Performance Connection from OpenText Exceed®

OpenText and Eyevis provide reliable power plant and industrial control

Industry

IT service provider

Customer



Business Challenges

- Microsoft® Windows® based, large-screen solutions experience interruptions to UNIX® based plant control systems
- Control systems with lifecycles lasting 20-30 years require a high degree of backward compatibility to earlier UNIX versions and technologies

Business Solution

OpenText Exceed®

Business Benefits

- High-performance and reliable connection of UNIX-based plant control systems and their display on large-screen systems provides the information density and clear overview required
- Supporting even legacy UNIX systems increases the benefits of past investments in plant control

Industry without large-screen systems is unimaginable—especially where complex power grid or power plant systems that use sensitive software applications are involved. Large-screen systems simultaneously provide a density of information as well as clear overviews. Such systems facilitate continuous delivery of electrical power or the smooth flow of public transportation in urban areas. Therefore, computers and monitors cannot fail; they must ensure continuous, reliable operation—a typical demand in industry. Continuous, reliable operation is the same requirement that Reutlingen-based Eyevis stresses when developing, manufacturing, and distributing high-quality, large-screen system solutions. Founded in 1995 and currently employing a workforce of 70, the company is now active on a global scale. Eyevis exclusively uses the connectivity solutions of OpenText as part of their long-term partnership. OpenText connectivity solutions ensure a reliable, seamless, high-performance connection between Eyevis' own Windows-based, large-screen systems and UNIX® based power and factory control systems. These systems are used by corporations such as ABB and Siemens®.

Eyevis uses OpenText Exceed® to raise Windows to a UNIX level

The greatest challenge facing large-scale plants is mastering their own complexity. All information flows into their control centers and is constantly monitored. If a problem appears, such as sudden fluctuations in an electrical grid, the responsible engineers and technicians must be able to quickly intervene, take control, and rectify the situation. However, this is possible only if they have all the necessary information at their disposal.

“Large-screen systems are simply not allowed to fail,” stresses Eric Hénique, Director of Marketing and International Sales at Eyevis. “We therefore manufacture all of the important components of our solutions ourselves. This also applies to the client software based on a 64-bit Microsoft® Windows® platform. With our products, there are no system crashes and restarts. All of our solutions are designed for 24/7 continuous operation. That’s what our customers expect. After all, they are in the energy business and are used to the reliability and stability of UNIX systems in other areas.”

Eyevis developers work to improve the interaction between hardware and software to meet UNIX standards for performance and reliability. In order to achieve these standards when connecting Windows components to some legacy UNIX systems, Eyevis uses the connectivity solution OpenText Exceed. For years, Exceed has optimally satisfied the technology specialist’s requirements for large-screen systems and the customer’s requirements for robustness and stability.





“The long-term partnership has not only proven itself, it leaves nothing to be desired. This is particularly true of the comprehensive, rapid, and straightforward support that OpenText provides both during and after the implementation of customer solutions.”

Eric Hénique, Director of Marketing and International Sales, Eyevis

Only OpenText is truly backward compatible

“Some of our customers using UNIX Solaris version 5 are still running on their workstations,” reports Hénique. “In spite of that, we still have to display images from the control system on the big screen without any low frame rate and delays. This can only be done with a modern connectivity solution that is high performance and at the same time backward compatible with long-proven UNIX technologies such as the multi-buffering protocol or Sun Overlay. There is only one provider that meets these requirements: OpenText. Moreover, support during implementation and operation has always been very important to us. OpenText scores points in this regard as well.”

Both requirements are equally critical in the connectivity market. This point is particularly true for Eyevis’ public utilities and waste management customers. Many of these customers do not update their UNIX versions until the appropriate hardware is no longer available. After all, the major providers of UNIX-based control systems offer product support lasting from 20 to 30 years.

Performance is king in large-screen systems

Because of the volume and complexity of subsystems found in large installations, not even the largest monitors in the control center are able to show all information at a single glance. Additionally, technicians and engineers must stay informed about their own areas and those of their coworkers. All information must be viewable at a glance. As a result, large-screen systems are needed that combine a plurality of individual screens. If the information shown is more static in nature and large portions of the image always remain the same, rear projection technology should be used for large-screen installations. Rear projection technology prevents burn-in effect. “We recently used rear-projection technology, for example, during a full upgrade of a major customer’s master display,” relates Hénique.

“In addition to the information from 14 workstation monitors,” adds Hénique, “the mostly static picture of the entire monitored network is projected onto a video wall made up of eighteen 70-inch monitors, referred to in technical jargon as cubes. In this project, we had to establish a high-performance connection between the Windows-based components and the existing UNIX-based control system as well as between the native UNIX workstation and the master display. Using the OpenText connectivity solution ensures a perfect operation.”

Exceed meets the strictest standards for performance

The cooperation between OpenText and Eyevis has proven itself year after year. A case in point is the oldest joint implementation of both partners is still running at a ThyssenKrupp® plant with the Exceed connectivity solution.

“Since then, OpenText has constantly refined its Exceed solutions specifically in the area of performance. Despite these advancements, it is still backward compatible with all older UNIX versions on the market,” says Hénique.

During testing, a system with 50 video outputs was installed on a computer. This scenario equates to a video wall surface measuring 8 by 10 meters. Despite its size, which is typical for power plant control rooms, no detectable, interfering delays were noticed during image creation and updating.

“Because a lot of text in addition to other information had to be projected onto the video wall, the highest demands were placed on UNIX connection performance. However, the current Exceed version mastered even this challenge without any difficulty.”

A Long-Term, High-Value Partnership

Up to 10 percent of all Eyevis projects use OpenText connectivity solutions. “The long-term partnership has not only proven itself, it leaves nothing to be desired. This is particularly true of the comprehensive, rapid, and straightforward support that OpenText provides both during and after the implementation of customer solutions,” states Hénique.

<http://connectivity.opentext.com>

Sales

connsales@opentext.com +1 905 762 6400 | 1 877 359 4866

Support

connsupport@opentext.com +1 905 762 6400 | 1 800 486 0095

