



# Wonderware IntelTrac Customer Success Profiles

Wonderware IntelTrac enables manufacturers and processors to achieve reliable, safe and profitable operations through consistent execution of best practices by the field workforce – accelerating and sustaining mainstream process improvements.

W O R K F O R C E   E N A B L E M E N T   S O L U T I O N S



# IntelaTrac's Mobile Platform Addresses Key Industry Challenges



## PRODUCT AT A GLANCE

- Key success factor for field operational excellence
- Helps steward the consistent execution of best practices
- Provides strategy for monitoring stranded assets
- Supports rapid response to changing business conditions
- Key success factor for equipment reliability
- Helps assimilate new field workers
- Underlies compliance, health and safety program requirements

## The Industry-leading Mobile Workforce and Decision Support System

Wonderware IntelaTrac accelerates and sustains operational process improvements and is a key component of an effective Operations Management System. IntelaTrac helps insure that best operating and regulatory procedures are followed at all times, data is collected on non-instrumented plant assets, critical environmental, health and safety inspections are performed on schedule and mobile operators have the information at their fingertips to operate plant assets in the most effective manner possible.

## Leading global industry customers include:

- 5 of the top 8 largest integrated oil & gas companies
- Over 50 of the top 100 refineries
- Over 30 of the top 100 chemical companies
- Utility companies powering more than 85 million homes



A man wearing a yellow hard hat and a blue work shirt with reflective stripes is looking at a ruggedized mobile device. The device screen shows a line graph with multiple data series. He is pointing at the screen with his right index finger. The background is an industrial setting with blue metal structures and a clear blue sky.

W O R K F O R C E   E N A B L E M E N T   S O L U T I O N S

## Your Workforce is already mobile. Now give them the right tools.

### The easiest, most comprehensive way to manage field assets.

Getting your workforce in sync with your bottom line objectives takes more than an electronic clipboard. You need a workflow and data management solution that enforces the best operational practices out there in the field. Wonderware IntelraTrac helps your mobile workforce move from simple task execution to performance management. Enable your workforce.

[software.invensys.com/workforce](http://software.invensys.com/workforce)

Avantis.   SimSci.   Wonderware.

**Schneider**  
 **Electric**





“Using IntelTrac has made a major contribution to reaching a plant availability factor above 90%, since it has integrated perfectly with the other innovations added to our equipment.”

— Mauro Tassistro  
Applications Team Leader

## Products

Wonderware IntelTrac

## RESULTS

Plant operational excellence thanks to Wonderware IntelTrac

- The Wonderware solution has enabled the plant to achieve a plant availability factor of over 90%
- The system has allowed the operational procedures for visual inspections of equipment to be optimized and standardized, thanks to the removal of paper reports and the intuitive nature of the handheld devices
- Wonderware IntelTrac's features now allow operators to identify potential problems which were previously neglected, thus avoiding the need for any emergency intervention



[Read complete story](#)

## Case Study: Cornerstone Chemical Company

### Challenges

- Purchased IntelTrac for the following reasons:
  - The functional fit to their needs and strategy
  - Total cost of ownership
  - Reduction in production downtime
  - Reduced maintenance costs
  - Improved situational awareness
  - Communication between shifts and ready histories

### Use Case

- Uses the following Wonderware IntelTrac features:
  - Advanced workflow creation and scheduling
  - Auditor Plus to analyze collected data
  - Launch Procedures on Demand (POD)
  - Software Development Kit (SDK)
  - Web reports
- Finds the following IntelTrac features differentiate them from the competition:
  - Ease of use
  - Industry resources/expertise
  - It's frontline people, there when you need them
- Improved the following with IntelTrac:
  - Asset uptime/availability: 10-20%
  - Operator efficiency: 20-30%
  - Maintenance cost reduction: 5-10%
  - Regulatory compliance visibility: >30%+
  - Visibility to non-instrumented data: >30%+

### Results

- Achieved the following benefits with IntelTrac:
  - Achieved consistent execution of best practices by the mobile workforce
  - Improved equipment/asset reliability
  - Improved regulatory compliance (EH&S)

### Testimonials

"We have received high praise for 100% on regulatory records and reporting within our organization. There are no gaps or lost pages, ever!"

[More Case Studies →](#)

Source: Chris Victoriano, Operator Trainer/ Super User, Cornerstone Chemical Company  
[www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software](http://www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software)

**TVID: 40E-588-6BE**

## IntelaTrac Customer Review



**5/5 Stars**

### How our organization uses Wonderware IntelaTrac:

"We use IntelaTrac for operation data entry on various pieces of equipment, and for environmental reporting."

### Would you recommend Wonderware IntelaTrac?

"Yes I would recommend it just for the simple fact that it gives operators as well as engineers the ability to trend static data that would require manual input of numbers into a spreadsheet."

You are able to do KPI reporting on equipment so that it will not get lost in maintenance backlog. The process also gives you one stop shopping to approve procedures, trend data, scheduling procedures, and exporting vital data."

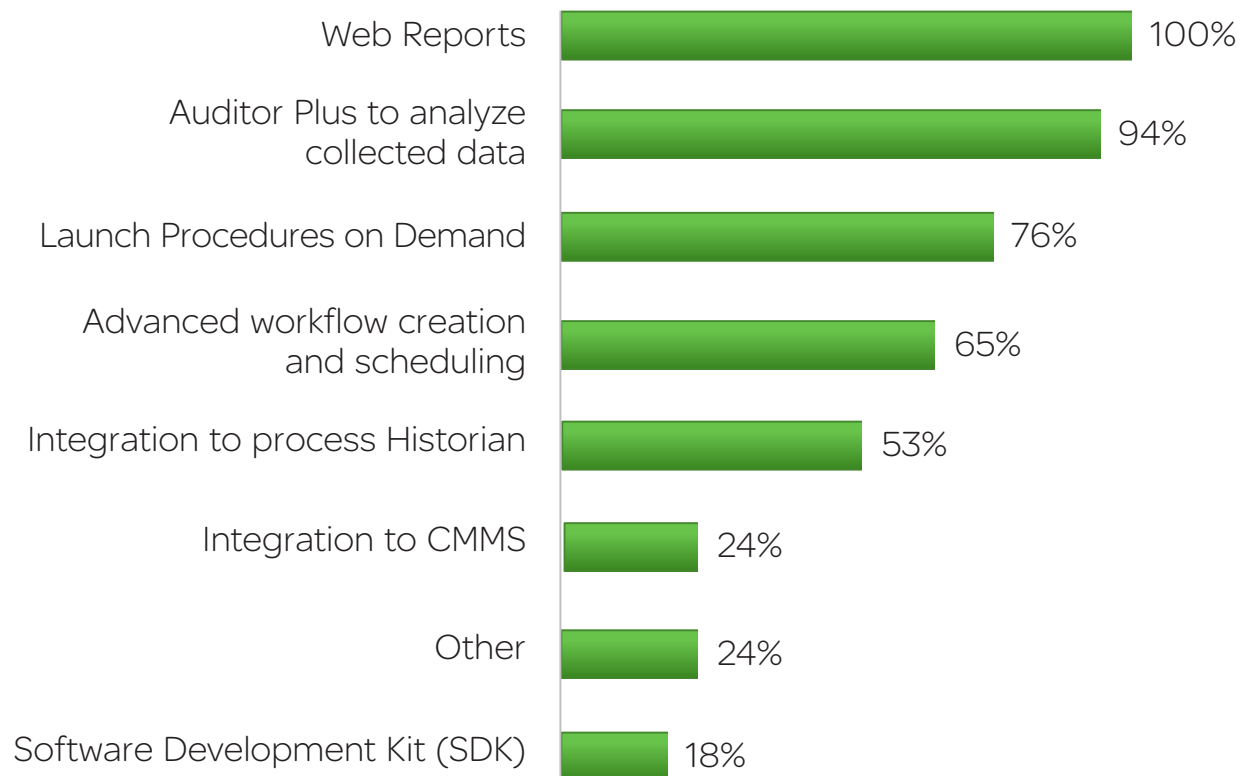
[More Reviews →](#)

Source: Armando Espinosa, Operator Trainer, LyondellBasell North America Inc.  
[www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software](http://www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software)

**TVID: D91-E91-F27**

## See the Capabilities that IntelTrac Customers are Using

What capabilities of the IntelTrac solution do you use? (Select all that apply)



Note: this is a multiple-choice question – response percentages may not add up to 100.

Source: Survey of 17 users of Invensys Wonderware Manufacturing Operations Software  
[www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software](http://www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software)

**TVID: 2A2-B73-161**

**More Charts →**

# Bermuda Electric Light Company Limited (BELCO)

## Industry: Power



### Products

Wonderware System Platform  
Wonderware InTouch® HMI  
Wonderware Historian  
Wonderware IntelaTrac

“The major advantage we’ve experienced is that it’s very easy to develop and integrate the Wonderware software with the wide variety of equipment we have here. Plus their support is global and very timely.”

— John Blizman  
Vice President, Plant Management

## RESULTS

Wonderware helps Bermuda Electric utility provide consistent power and deploy upgrades self-sufficiently

- With the help of the Wonderware software, the BELCO generating plant, and transmissions and distribution system provide consistent electricity to the 65,500 residents and 465,000 tourists who visit Bermuda each year
- BELCO achieved the prestigious ISO 14001:2004 certification for environmental management, in part because of the data collection and reporting capabilities of Wonderware Historian and IntelaTrac
- The utility is expanding its integrated resources plan for the future based on the foundation of Wonderware software



**Watch the video: Bermuda Electric Light Company Ltd.**



## Case Study: LyondellBasell North America Inc.

### Use Case

- Uses the following Wonderware IntelTrac features:
  - Advanced workflow creation and scheduling
  - Auditor Plus to analyze collected data
  - Integration to process Historian
  - Launch Procedures on Demand (POD)
  - Web reports
- Finds the following IntelTrac features differentiate them from the competition:
  - Access to information
  - Ease of use
  - Industry resources/expertise
  - Implementation methodology
  - Interconnectivity to 3rd party applications
  - Tech support is excellent

### Results

- Achieved the following benefits with IntelTrac:
  - Achieved consistent execution of best practices by the mobile workforce
  - Improved equipment/asset reliability
  - Reduction in production downtime
  - Improved situational awareness
  - Awareness by management and engineers to see what equipments are having issues
- Improved the following with IntelTrac:
  - Asset uptime/availability: 20-30%
  - Operator efficiency: >30%+
  - Maintenance cost reduction: 20-30%
  - Regulatory compliance visibility: >30%+
  - Visibility to non-instrumented data: >30%+

### Testimonials

“Wonderware IntelTrac has given me the opportunity to broaden my knowledge and develop myself as a valuable employee.”

[More Case Studies →](#)

Source: Armando Espinosa, Operator Trainer, LyondellBasell North America Inc.  
[www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software](http://www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software)

TVID: 292-2F7-801

## Cornerstone Chemical Company

"All field data collected by the operating force is entered in real time and accessible at the click of the button for regular needs as well as planning and maintenance."

Would you recommend Wonderware IntelaTrac?

"I have used this system for three years or more and it keeps getting better. It works."

Source: Chris Victoriano, Operator Trainer/Super User, Cornerstone Chemical Company

[www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software](http://www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software)

**TVID: 10C-AAB-8ED**



**More Reviews →**



## Collect. Analyze. Act.

### **Avantis Condition Manager. Turning events into improvement opportunities.**

Why be satisfied with status quo? With Condition Manager, you can collect raw data in real-time, analyze pending equipment failures on the spot and act with informed contextual information. Condition Manager collects information from any asset and drives maintenance workflow in any asset management system.

To learn more, download our white paper at  
[software.invensys.com/funnel](http://software.invensys.com/funnel).

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by **Schneider Electric**



“Using IntelTrac to accelerate and sustain process improvements, Chevron has reduced maintenance costs, improved availability, and achieved cost effective regulatory compliance.”

## Products

Wonderware IntelTrac

## RESULTS

With IntelTrac, Chevron has increased refinery operating reliability, reduced maintenance costs, and improved safety and environmental compliance. Chevron estimates that these process improvements will save the company U.S.\$3 million to \$5 million annually. Chevron has also found that IntelTrac helps capture process knowledge before workers retire and speed new-worker assimilation through mobile learning.

- Improved refinery reliability
- Reduced costs
- Better knowledge retention
- Improved regulatory compliance



[Read the complete story](#)



## IntelaTrac is easy to use!

"Operational reliability checks on non-instrumented and non-redundant instrumented processes. Also checks on HSE compliance and other regulatory requirements."

Would you recommend Wonderware IntelaTrac?

"Wonderware IntelaTrac is an easy-to-use product and to configure to your site specific needs."

Source: Fred Wheeler, Site Super User, Shell Chemical LLC

[www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software](http://www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software)

**TVID: 5E5-67E-69A**



**More Reviews** →

## Case Study: Global 500 Energy & Utilities Company

### Challenges

- Purchased IntelTrac for the following reasons:
  - A customer reference call/visit
  - Existing Invensys software and investment
- Finds the following IntelTrac features differentiate them from the competition:
  - Ease of use
  - Industry resources/expertise
  - Implementation methodology

### Use Case

- Uses the following IntelTrac features:
  - Auditor Plus to analyze collected data
  - Launch Procedures on Demand (POD)
  - Web reports
- Improved the following with IntelTrac:
  - Operator efficiency: >30%+
  - Maintenance cost reduction: 10-20%
  - Regulatory compliance visibility: >30%+

### Results

- Achieved the following benefits with IntelTrac:
  - Improved equipment/asset reliability
  - Improved regulatory compliance (EH&S)
  - Improved situational awareness

### Testimonials

“Data gathering and storage, easy access to stored data able to trend, compliance with government regulatory agencies in providing data. Proof of rounds being done, and auditing capabilities.”

[More Case Studies →](#)

Source: TechValidate Survey of a Global 500 Energy & Utilities Company  
[www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software](http://www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software)

TVID: 136-A44-68F

## Case Study: Global 500 Energy & Utilities Company

### Challenges

- Purchased Intelatrac for the following reasons:
  - The functional fit to their needs and strategy
- Finds the following Intelatrac features differentiate them from the competition:
  - Ease of use
  - Implementation methodology
  - Integrated workflow

### Use Case

- Uses the following Intelatrac features:
  - Advanced workflow creation and scheduling
  - Auditor Plus to analyze collected data
  - Web reports
  - Procedure Builder
- Improved the following with Intelatrac:
  - Operator efficiency: >30%+
  - Visibility to non-instrmted dat: 20-30%

### Results

- Achieved the following benefits with Intelatrac:
  - Achieved consistent execution of best practices by the mobile workforce
  - Improved equipment/asset reliability
  - Improved situational awareness

### Testimonials

“The ability to have a quality round in checking the plant equipment, track exceptions and verify that work orders are entered, and to look at the history of the equipment.”

[More Case Studies →](#)

Source: TechValidate Survey of a Global 500 Energy & Utilities Company  
[www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software](http://www.techvalidate.com/product-research/invensys-wonderware-manufacturing-operations-software)

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[software.invensys.com/mobilize](https://software.invensys.com/mobilize).

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by **Schneider Electric**



# Additional Resources

## Wonderware IntelTrac

Wonderware IntelTrac is the industry-leading mobile workforce and decision support system. [Find out why.](#)

## IntelTrac Datasheet

IntelTrac accelerates and sustains operational process improvements and is a key component of an effective Operations Management System. [Find out how.](#)

## Asset Management and Mobile Workforce Solutions Blog

Covering topics to help you maintain, manage and maximize installed assets with Avantis Enterprise Asset Management and IntelTrac mobile workforce software. [Visit blog.](#)



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