



Benefits

- Secure remote monitoring
- Versatility to connect using V-Sat or 3G
- Improve project timings
- Reduce the number of service engineer calls-out

Remote access for Aquatic tensioners addresses downtime of marine vessels

Aquatic is a leading independent operator of modular drive systems, carousel and tensioner solutions for the global oil & gas, telecommunications and energy industries.

By installing the eWON VPN routers and using the Talk2M Internet-based remote access system, Aquatic Engineering & Construction Ltd, an Acteon company, is now able to securely monitor and quickly resolve issues on its heavy-duty tensioner equipment, located onboard remote marine vessels via V-SAT (global satellite Internet) links or cellular (3G Internet) connections.

“**The ship could be located anywhere in the world. Therefore, if there is an uncommon problem with our machine, we need to resolve it quickly.**”

Aquatic spends a huge amount of time and energy designing in reliability to its machines but inevitably problems occur. The offshore team is well qualified and trained but sometimes the issues of complex machines need a little extra help and whilst a telephone call will often suffice and the option of sending a technician is always available, in an attempt to offer greater resilience and rapidity to the solution, Aquatic sought a way to quiz the machine remotely. With this system, issues can now be investigated and identified by Aquatic engineers, and then together with the offshore team, rectified quickly. The cost of the solution is offset by reducing the number of service engineer calls-out to vessels.

Remote access connectivity

Brian McRitchie, Electrical Manager at Aquatic's marine workshop facility in Peterhead in Scotland, began to look for a suitable remote access solution : “I wanted a solution that would allow our engineers in Scotland to monitor and diagnose equipment faults remotely, wherever that ship is in the world.”

“After much research, in late 2013, we came across eWON's Talk2M solution and VPN router, via the MAC Solutions website. We felt this was the simplest, most cost effective solution available on the market.”

Customer: Aquatic

Country: United Kingdom

Sector: Marine vessels

Solution: eWON 2005 CD - Talk2M



The three routers installed on Aquatic's 85Te dual-tensioner systems are eWON 2005CD industrial-grade routers with dual LAN/modem connectivity.



eWON 2005 CD

"In order to test and fully understand the VPN router and Talk2M, we trialled the system on one of our 50Te tensioners in the workshop at Peterhead. Everything worked very well and if we didn't understand something, the team at MAC Solutions quickly provided us with the necessary technical support. With Talk2M, it's as if the service engineer is physically onboard the ship, next to the machine or control cabinet, accessing the HMI display or PLC, with a laptop," enthuses McRitchie.

Three routers are installed on Aquatic's 85Te dual-tensioner systems. As well as being equipped with an Ethernet port, two of the three routers also have SIM cards, which in the event of a V-SAT link being unavailable, enables Aquatic engineers to access their equipment, via a 3G cellular network.

The eWON and Talk2M solution provides Aquatic with a differentiator for their 85Te dual tensioner systems hired out to marine vessel operators. "Some of our tensioner systems also have cameras installed, so that local operators can see what is happening, from their control room or booth. Talk2M also enables me to access this same web-camera view. I can also screen-share with a user, to remotely instruct them on the operational particularities of the systems or how to navigate through the more isolated control and monitoring screens," adds McRitchie.

David Tibbetts, VP Technology commented, "The trial and subsequent installation of this solution onto our larger tensioners further demonstrates our commitment to our customers, any advantage we can offer can improve both the project timings and the financial, commercial benefits of the contract. We look forward to rolling this solution out to the remainder of our tensioner fleet."

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