Welcome partners

Servelec Technologies is often referred to as one of the industry’s best kept secrets. With a portfolio of products created by engineers for engineers, we have built our 30 year reputation on hardware and software quality backed by a commitment to excellent support.

This year sees Servelec Systems,Semaphore and Tynemarch Systems all adopt the Servelec Technologies identity. This simplification is designed to emphasise the umbrella of solutions we provide, covering Remote Telemetry Unit hardware, SCADA/Telemetry software, business data optimisation and consultancy services.

The focus on a single Technologies brand is supported by a new content-managed web site designed to be viewed not only on PCs, but also, on mobile devices. Rest assured that this rebranding does not mean any changes to our products or our teams around the world.

The current and future success is due to the support of our worldwide channel partners. Thank you!

As we move into 2016 we are planning further enhancements to our channel partner support services.

We hope you will enjoy the content of this newsletter.

TBox Product focus.....
Talking with Didier Jeanjean - 20 years and still going strong ...

The TBox started with a product built by a physician with a passion for electronics who converted a supermarket calculator and plastic casing into an inflation pricing solution that was bought by a Government Agency. Although TBox was not a direct evolution of this early model, it was the idea of it and the use of the modem that prompted the development of TBox.

Through the product history there have been several versions and some that never made it to production and sent us straight back to the drawing board.

“The CPU2 was so innovative and ahead of its time” comments Didier. “Its ability to do things we take for granted today, like send text messages while all the software was still configured in DOS, was revolutionary”.

Then came the CPU3 with firmware, which eradicated the need to physically access the RTU to reprogramme it. “Engineers could not believe they would not have to send someone on site to do a manual update” Didier remembers.

Adaptability

Servelec Technologies RTUs were deliberately engineered to provide capability that did not exist at the time, giving customers the ability to solve business challenges and increase efficiencies. While we have competitors larger in size than us, it...
is perhaps our ability to listen to our customers and quickly react with solutions geared towards a specific application that has earned us a longstanding place in this market. “If you come across an unusual or unique situation where monitoring is required, ask us.”

TBox has come a long way from monitoring water levels and automatically switching on a pump. In 2015, TBox memory will collect and store data accessed via SCADA or (in smaller applications) without the need for SCADA, as we all see the gap between RTUs, SCADA and I/O continuing to close.

Now it is more common to see engineers viewing their machine or process status via the TBox reporting suite on a smart phone or tablet.

Our partners can fully customise the report webpage and, instead of sifting through all their data the customer has a bespoke view of what is relevant to them.

Still think TBox is just about monitoring water or oil & gas applications?

Think again! Our global partners continue to come up with new creative applications.

Here are a few that you may not have considered. Today TBox is used to:

• Monitor the status of traffic signaling and crossing levels for the Belgian railways
• Monitor the levels of gas pressure in pipelines throughout Brussels
• Monitor the need to irrigate land on several islands of Abu Dhabi, UAE
• Perform as a smart energy calculator
• Monitor the UAE falcon enclosures and how these highly regarded birds move around
• Monitor ATMs in The Kingdom of Saudi Arabia (KSA)
• Monitor and control lockers at a train station
• Monitor pH and chlorine levels at public swimming pools

Bite Sized Business Story

The Customer: Mucell Extrusion
( Process engineering company in Woburn, MA, USA)

The Partner: Integrasense (Wilmington, MA, USA)

Application: Industrial Automation Project

Business case: Monitoring and controlling portable high pressure pump skids. The skids are used during the plastics extrusion process. This is typically a PLC application which would then require the customer to have multiple devices and platforms.

Servelec solution: Integrasense creatively configured the TBox MS to be used in a non-traditional telemetry application for industrial process control.

Customer benefits: Remote connectivity, alarm management, built in web server & reporting, ladder/basic programming and Modbus protocol.

Development Highlights

The S2000nano ultra-low power RTU starts shipping early in the New Year. The battery powered, ruggedised, water resistant logger can collect and transmit telemetry data from harsh environments for years using the same battery charge. It spends the majority of its time sleeping to save power but will awaken to report data.

TConnect is a new service that is compatible with the TBox range of RTUs. It provides a safe and cyber secure environment for communication over mobile networks using an integrated VPN service (Virtual Private Network). It also provides a directory enquiries service so that RTUs can be easily located and contacted. Available early in 2016.

The launch of Scope5, a new version of SCOPE-X offers both telemetry and SCADA with situational awareness. It has support for numerous mobile platforms and will make a significant impact in the market.

Flowsure provides leak detection and anomaly analysis through the use of a self-learning Artificial Intelligence model. The first release of Flowsure is now available and is currently on trial with a number of Water companies.
We have just completed the release of updated hardware for the Kingfisher Plus range of products extending operating temperature range from -20°C to +70°C to -40°C to +85°C. This seemingly small change in operating specifications has significant market implications for the Kingfisher range:

- It reinforces Kingfisher product positioning as a high availability, high reliability telemetry product
- It expands market reach to desert and polar regions of the globe and further enhances reliability in these environments
- It provides a key point of differentiation against competitive products, especially at the +85°C end

KINGFISHER: -40°C to +85°C  
EMERSON CONTROLWAVE: -40°C to +70°C  
MOXA: -40°C to +75°C  
SCADAPAK: -40°C to +70°C  
SIXNET VERSATRAK: -40°C to +70°C

The extended temperature range project was started in late 2013 and involved the re-specification of componentry, and in some cases the redesign of hardware modules, to guarantee operation over the full temperature range.

A key part of the development process was testing by external bodies to verify operation under environmental extremes. The culmination of this project was the completion in October 2015 of Safety and Electro Magnetic Emissions and Immunity testing by QPS, a Canadian laboratory, to UL, CSA, CE and C-Tick standards.

Given the success of this project Servelec is now looking forward to increased selection of Kingfisher products in both cold and hot weather climates, and indeed, in inland geographies where wide temperature swings are common. A key advantage Kingfisher now enjoys over competitive products is the reduced need for climatically controlled equipment enclosures, which represents a cost saving for end-users both in terms of capital as well as ongoing costs.

Please send ideas for future content to your Sales Manager
The **S2000nano** is a WITS and Native DNP3 based Intelligent low power RTU/logger. It has evolved from the proven and highly successful S250/255/500/2000 range and has been engineered to deliver accurate monitoring and control for demanding applications where reliability is the key consideration.

The unit benefits from a flexible input/output range, it is fully programmable and includes an embedded web server, multiple wireless communication options and user application support via an IsaGraf IEC1131-3 programming tool.

The S2000nano offers you powerful new processing technology perfectly suited to a wide range of applications at a highly competitive price.

### Key Features
- Fully Native DNP3 & WITS compliant.
- Integral web server.
- Fully compliant with SCOPE-X configuration tools.
- Cost effective.
- Report/Fault log facility.
- 4DI, 2AI, 1DO.
- Battery or external DC powered 6V-30Vdc.

### I/O Features
- Configurable analogue scaling.
- Statistics generated from point data (min/max/min/integral).
- Standard rate-of-change/no-change detection, state counter and run time calculations.
- Point overrides.
- Dynamically configurable period/event logging.

### Highly configurable outstation generated alarms
- Flexible limit configuration with optional hysteresis/persistence.
- Choice of actions for each point state (log, event, alarm).
- Fixed limit values or daily/weekly limit profiles.

### Configuration
- Standard method of configuring commonly used features.
- Reduces possibility of configuration problems - most errors trapped at point of entry.
- Consistent configuration - outstations will not accept configuration if any part is rejected.

### Security
- Authentication of critical commands from master station.