

A thermal image showing various electrical components, likely a control panel or server rack, with different temperatures indicated by a color scale from purple (cooler) to yellow (warmer).

Improving Reliability For One Healthcare Company's Pharmaceuticals Division

A SEAM Group Case Study



Overview

In 2007, SEAM Group started working with a leading healthcare company's pharmaceuticals division. The company needed to ensure that the distribution and delivery of their products would uphold reliability standards and meet customer expectations. Using Infrared Thermography services and their patented software application, ViewPoint® to manage and maintain assets, SEAM Group helped the healthcare company improve reliability and reduce energy costs enabling them to operate efficiently and continue providing excellent service.

Situation

For the healthcare company, the reliability on timing, distribution, and delivery of pharmaceuticals to its customers is critical. And, in the era of COVID-19, reliability is the top priority. They needed to ensure their products and services were dependable, timely, and delivered with satisfaction.

To start assessing and improving reliability, the company

wanted to focus on the heart of the operation: their facility support equipment as well as their automation systems. They have numerous distribution centers that have HVAC systems, large refrigeration systems for pharmaceuticals, automatic storage and retrieval systems, and robotic systems that package the products for distribution. These assets drive the pharmaceuticals division. Any breakdown or loss could severely impact safety, production, customer satisfaction, and revenue.

Solution

The company partnered with SEAM Group to conduct Infrared (IR) thermography at select sites and use ViewPoint® for managing assets at multiple facilities.

The company was already familiar with SEAM Group's approach to IR thermography because of SEAM Group's reputation for being a nationwide IR supplier. SEAM Group also had a unique deliverable and patented application, ViewPoint, that provides access to program and individual assets information, including infrared



inspections results, arc flash data, and lockout/tagout details.

While working with ViewPoint®, the company's engineering team specifically appreciated its data mining features and the ability to see all of their sites and potential sites' data while using the application.

Results

In working with the healthcare company's pharmaceuticals division for nearly 15 years, SEAM Group has helped them identify close to 1,700 thermal and visual problems at 71 sites.

The successful partnership has contributed to the following:

- Improved reliability of their assets at multiple sites
- Demonstrated energy savings that have paid for the IR inspection costs
- Successful data mining efforts that help manage and maintain assets

Finding success with reliability and ViewPoint has also led to expanding IR thermography to more of the company's sites and adding on services such as Arc Flash Hazard Assessment and Energized Asset Management to select facilities.



Learn how strategic asset optimization can improve reliability. Contact us today at contact@seamgroup.com | 800.242.6673