

Aztec Technologies' AVEVA PI Managed Services Provide Biotech Leader with Round-the-Clock Peace of Mind



CHALLENGE

A biotechnology company needed skilled engineering support for its AVEVA PI system but lacked in-house expertise.

SOLUTION

Aztec Technologies provided 24/7 Managed Services, offering ongoing monitoring, maintenance, and management of the client's AVEVA PI system.

RESULT

Aztec's Managed Services ensured 24/7 remote support, reducing system change turnaround times while maintaining compliance and platform standardization.

A leading East Coast biotechnology company embarked on a digital transformation journey by investing in an AVEVA PI data historian system to modernize and optimize its cumbersome and inefficient data management processes. However, the company quickly realized that to fully leverage the system's capabilities, ongoing monitoring and engineering support were required. To meet these needs, the company partnered with Aztec Technologies, part of Trinity Consultants, to provide 24/7 support through the company's Managed Services offering.

CHALLENGE

After deploying the AVEVA PI data historian system in 2019, the biotech company quickly recognized that it would need skilled in-house engineering resources to support the system's lifecycle and ensure compliance. Lacking the required expertise internally, the company soon sought external support to manage these critical functions. The organization needed a partner who could provide not only ongoing support but also deep knowledge of life sciences manufacturing, control systems, and the industry's stringent regulatory requirements.

SOLUTION

Aztec Technologies responded to these challenges by suggesting its Managed Services offering, a comprehensive solution designed to provide ongoing, day-to-day monitoring, maintenance, and management of the AVEVA PI system. Understanding the client's need for a consistent, controlled and compliant environment, Aztec tailored its services to meet both validated and non-validated government requirements.

Aztec Technologies provided the biotech company with 24/7 monitoring and support, leveraging its experience as an AVEVA Certified System Integrator along with a global team of engineers with specific expertise in PI systems. The team watched the system's performance to ensure that all components were running optimally and performed system changes per the customer's request. This around-the-clock service guaranteed that any issues with the system could be quickly identified and addressed, either remotely or in person on the factory floor.

As part of its Managed Services offering, Aztec also implemented a rigorous change control process in line with the company's own guidelines and procedures. This process involved documenting every problem as it occurred, proposing potential fixes, and outlining the necessary changes to system documentation. All proposed changes were then thoroughly vetted and approved by the client's Quality Assurance (QA) team before implementation.

RESULT

Aztec's Managed Services offering was instrumental in keeping the biotech company's PI data historian system operating at peak performance. In just one year, the team identified and addressed at least ten connectivity issues in real-time, helping the client maintain uninterrupted operations.

Significantly, Aztec delivered this around-the-clock support at less than half the cost of hiring and training a single full-time PI engineer in the U.S., offering substantial savings without compromising quality. Moreover, Aztec ensured that the client's data was kept entirely separate from that of other customers, maintaining strict confidentiality and data integrity.

Aztec Technologies' partnership with the biotech leader continues to thrive, with the Managed Services team providing ongoing support as the company expands its use of the PI system and further integrates digital solutions across its operations. The success of this collaboration not only optimized the client's data management processes but also set a strong foundation for future innovation.

ABOUT TRINITY CONSULTANTS

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