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# Saving customer from a big financial loss

Siemens prevented thousands of frozen chickens from unplanned defrosting, with the Energy Monitoring and Control software

At their sites in Finland, Saarioinen Oy has a software platform installed to monitor temperature, collect energy consumption data and generate environmental reports. However, the software proved to be more valuable than that. It saved Saarioinen Oy from a big financial loss.

## The customer

Saarioinen Oy is one of the major food producers in Finland and the market leader in the "ready meals" segment with a 40% market share. It has strong bonds with primary productions. The raw material for the products is supplied by contract suppliers, and originates from the Finnish countryside. Saarioinen Oy's goal is to offer high quality, safe food that tastes great and is easy to use.

## The challenge

In the food industry, it is of greatest importance that the cooling chain of the raw material is never interrupted. Moreover, the temperature has to be exactly the same at all times.

That is why Saarioinen Oy needed a solution that controls, monitors and reports all temperatures connected to the cooling chain of their freezing process. The customer was looking for a software platform that additionally collects all energy consumption data, regularly produces environmental reports and performs benchmarking across the many factory sites.

Answers for infrastructure.



### The solution

Siemens offered Saarioinen Oy a service contract, connecting their sites remotely to the Siemens Advantage Operating Center (AOC) using the Energy Monitoring and Control (EMC) system. EMC is a software-based solution to monitor temperature, collect relevant data and create environmental reports. The solution also contains 24 Visonik and Desigo™ substations with 3,100 data points and Desigo Insight with 5 RDT users.

One day, Saarioinen Oy had an urgent issue in their chicken processing plant in Kangasala. The temperature in the freezer, filled with thousands of frozen chickens, was continually rising. The chickens would perish if the temperature would not drop soon.

When Saarioinen Oy called Siemens in Helsinki, there was no time left for a service engineer to reach the site in time. But Siemens had an idea for how to successfully resolve this situation.

Initially, Saarioinen Oy decided on EMC because it met their demands in terms of data collection and reporting. But EMC can do more than that. As it remotely connects the customer's sites to the AOC, Siemens could remotely access the Desigo system and identify the problem in no time: One set point in the control system had a fault. After it was corrected, the temperature in the freezer began to drop again and the frozen chickens were saved. In the end, EMC saved Saarioinen Oy from a big financial loss – and from damage to their image.

Markku Kivilähde, Sales Manager for Siemens Building Technologies in Finland: "We have never had to perform that kind of urgent remote support before. But we were glad to have an EMC connection to our customer in this particular case. This shows how important the services are that we offer our customers remotely via our AOC and EMC – in addition to data analysis and reporting."

### Highlights

- Controlling, monitoring and reporting temperatures
- Remote support possible thanks to EMC via AOC