



### Customer Profile

One of the largest retailers in the United States with over 300,000 employees, the company is dedicated to building solid customer loyalty through quality service and excellent food items and other commodities. The company has been in business for more than 100 years and produces approximately 40% of private labels in over 30 manufacturing facilities.

### Industry

Retailer

### Challenge

Resolve Ethernet connectivity issues across the plant network

### Panduit® Solution

IntraVUE™ Industrial Network Visualization and Analytics

### Benefits

IntraVUE™ software provides a monitoring and analysis tool, extending to proactive detection and documentation of the network, delivering real-time, device-specific diagnostic information on events as they occur.

## Case Study: Retailer

### Large Retailer Taps Panduit IntraVUE™ Software to Identify and Resolve Ethernet Connectivity Issues at 30+ Plants

#### Challenge

A major grocery retailer identified a need to resolve its Ethernet connectivity issues with devices on the automation network that would inexplicably cease communications.

The company initially struggled with making its business network function as a plant floor network. The IT managers had first-rate software tools to use for troubleshooting, but when problems occurred at the plants, the IT tools were insufficient to identify the issues.



Already familiar with the capabilities of IntraVUE™ software, management agreed to test the software at one of its dairy farms, which produces 120,000 gallons of milk each day. During this test period, a network disruption occurred that was particularly dire—causing nearly an entire day of downtime.

Some data was arriving from the PLCs, but not all data was being transmitted into the database server. The screen indicated that the data interruptions were coming from certain PLCs.

## Solution

After multiple unsuccessful attempts to identify the source of the problem, the plant team contacted Panduit that evening to engage IntraVUE™ software, which was immediately deployed.

IntraVUE™ software pinpointed several PLCs with duplicate IP addresses. Specifically, it showed changes in IP addresses on some of the Rockwell-ENA 9300 network translators, which was causing the network to perform erratically. The team unplugged the devices with duplicate addresses and the network stabilized. IntraVUE™ software identified the problem and led the team to a successful course of action.

Another company plant was experiencing intermittent network issues, and the plant team could not determine the cause. The software detected duplicate MAC addresses for two different devices on the same network.

The company used IntraVUE™ software to isolate various devices on the network, located an undocumented, non-industrial device that was mounted above a false ceiling, and removed it, successfully resolving the problem.



## Benefits

Panduit has helped the company to standardize with IntraVUE™ software across more than 30 plants, where the software is generally used. In addition, some plants integrated IntraVUE™ software to alarm and advise about sudden changes in network behavior.

IntraVUE™ software has proven to be a valuable tool for the company's control engineers and IT managers who need to troubleshoot within the automation networks. The company also uses IntraVUE™ software to provide notification emails to network personnel when there is an issue, whether it is a device that has gone offline or is consuming more bandwidth than normal.

## Enabling Collaboration

Report details are tailored to help manufacturing IT teams provide relevant information to the critical plant stakeholders while maintaining the secure and robust configuration of their network. Using IntraVUE™ software, they can provide to plant management the overall uptime of their critical plant network at a glance, enable controls engineers to determine the root cause of production system disruptions, and provide maintenance technicians the tools to proactively care for these critical network-enabled production systems.



## What is IntraVUE™ Software?

IntraVUE™ software is an application software tool that provides visibility into all levels of devices and connectivity. It is designed to increase awareness of the physical infrastructure; produce data that speeds documentation and deployment; and more quickly pinpoint and resolve connectivity failures.

*"The IT managers had great software tools to troubleshoot, but when problems occurred in plants, they couldn't use the IT tools to identify the issues."*

Manager of MFG Controls & Information Systems

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