

Vertech: 15 YEARS IN MONITORING AND



With more than 350 lines equipped worldwide, Vertech' collaborates with major international glassmakers, supplying them with equipment for the monitoring of production and quality controls.

THE COMPANY AND ITS RESOURCES

Vertech' was founded in 1995 thanks to a highly specialized type of software created in the laboratories of Saint-Gobain Emballage, who wanted to focus on its core business.

Vertech' considers its employees as its most important resources, starting from Philippe Bierry – General Manager; its engineers working on development and installation on-site, all speaking French, English, Italian, Spanish, German, and Urdu;

its administration department, and, last but not least, its sales personnel.

With close collaboration with clients in mind, Vertech' has three locations:

- Vertech' France, located at Chatenoy-le-Royal, Burgundy;
- Vertech' Italy, near Turin; and
- Vertech' USA, located in Fishers, Indiana.

COMPANY PRODUCTS

Vertech' is specialized in production monitoring and quality control systems for glass container plants:

PRODUCTION QUALITY CONTROLS

- SILC: follows performance in real time along the lines, from hot end to palletizers. Operators and managers save time by sharing information, and increase the yield by reacting quickly;
- SLQual: manages easily quality controls on lines or in laboratories, using SPC methods;
- SILPallet Audit: guarantees pallet traceability to avoid the delivery of non conforming containers to your clients;
- SIL Web: displays data and analyses on managers' PCs through web technologies;
- SILMould: follows mould sets use and manage mould changes; and
- SILReport, SILMaint, etc.

Other software created by Vertech and used internally: SILCRM (Customer Relationship Management), SILFAP (Management of products improvements), SILMaint (Maintenance).

Equipment proposed by Vertech': SILAcq (data acquisition cabinet), SILGate (communication between Arcnet and Ethernet network).

The SIL system is able to communicate with all types of inspection machines:

Multistation or Check+ from MSC, M1 from SGCC, Veritas from Emhart-Powers, ProLaser from Inex, SPT from AGR, XPAR...

The SIL system is available in 11 languages.

Customer support service

In response to client demands and needs, Vertech' offers a

Customer Support Service contract that guarantees a high level of support to SIL users.

This contract provides the following advantages:

- remote assistance 24/7, by means of a dedicated Hot Line number, with response guaranteed within four hours;
- every action is recorded in Vertech' maintenance system (with date, type of problem, time spent to solve it) and a report is available on request;
- SIL upgrades are proposed regularly for system optimization;
- system maintenance budgeted on an annual basis.

Assistance service with points

Vertech' clients choose more and more the company's special assistance service with points. The remote assistance service is easier and quicker, and it is not necessary to subscribe any contract.

How it works: clients order points in advance, and get access to the remote assistance service 24/7 or during office hours only if requested.

Software, diagnosis and training for glassmakers: management, control production, control quality, pallet audit, etc.

The points contract includes:

- remote assistance 24 hours a day - 7 days a week;
- qualified engineers trained in emergency procedures, dedicated to the hotline, who make a remote diagnosis about anomalies in the running of the sys-

Vertech' growth over the years

- 1995:** Creation of Vertech' and SILC for production monitoring
- 1996:** First installation in Italy
- 1997:** First installation in the United States
- 1998:** First installation in Germany
- 1999:** Creation of SILQual for laboratory control recording
- 2000:** Creation of the Italian office
- 2003:** Creation of SILMould for mould management
- 2004:** First installation in Mexico
- 2005:** Creation of the American office
- 2006:** First installation in Argentina and Bulgaria; ISO 9001 Certification for the French site
- 2007:** First installation in Thailand and Russia
- 2008:** First installation in Cameroon and Middle East
- 2009:** First installation in Greece and Ukraine

tem (communication with equipment, network problems, etc.);

- upgrade of the system with installation of new version of software when necessary. Vertech' regularly develops new functionalities or improvements. Thanks to regular upgrades, clients have access to the new versions and new improvements of the SIL in order to optimize their system;

ANNIVERSARY

- annual visit on site to audit the running of the system, train new users, train people dedicated to maintenance, answer questions.

WORLDWIDE AGENTS

In order to be reactive and performing on its markets, Vertech' has developed a policy of cooperation with its agents who are dedicated to the glass industry:

- Brazil: Raw Material
- Portugal: Humberto Rocha
- Russia: Alexey Kabanov
- Mexico: Vicente de la Garza
- China: CGE Techimport
- Iran: Sigma Trade
- Egypt: ESW



THE FUTURE

Vertech' is, in 2010, working on two major projects: the modernization of the SIL display and the adaptation of its products in order to support complex languages.

Vertech' R&D is focused on the realization of a new product: a personalized platform for the exchange of information, which will be adaptable to the profile or function of users, and will allow

access to key indicators of the plant, SIL data, and major information of the plant.

In addition to these major evolutions, priority is given to the follow up of projects with clients: definition of needs, scope of the project, agreement on the best way to develop and implement the new functions in clients' plants, as well as assistance to the

same clients after installation of the SIL.

CONCLUSION

"We thank our customers for their cooperation and faithfulness over these 15 years. Their continuous research in improvement in order to produce more efficiently, better procedures and reduce paper work leads Vertech' to make the SIL system evolve constantly. Vertech' tries to be an inventive and efficient partner of your performance beyond your expectations." ■

Worldwide installations of VERTECH' SIL SYSTEM

The SIL system is installed on about 350 production lines, in 80 plants worldwide

- Anchor Hocking (USA)
- BA Vidros : Sotancro (Portugal)
- Bormioli Rocco & Figlio (Italy)
- Latino Americana de Vidrio (Mexico)
- Owens Illinois (Estonia, Italy)
- Rayencura (Argentina)
- SAGCO (Saudi Arabia)
- Saint Gobain Containers (USA)
- Saint Gobain Emballage (France)
- Saint Gobain Oberland (Germany)
- Saint Gobain Consumers Sklo (Ukraine)
- Saint Gobain Vetri (Italy)
- Saint Gobain Vidros (Brazil)
- SGD (France, Germany, Spain, USA, China)
- Saverglass (France)
- SOCAVER (Cameroon)
- Thai Malaya Glass (Thailand)
- Veda Pak (Russia)
- Vetri Speciali (Italy)
- Vidrala (Italy, Belgium)
- Vitro (Mexico)
- Yioula (Bulgaria, Romania, Greece)
- Zignago Vetro (Italy)



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