

FocalPoint 40 Profile: SmartSignal

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SmartSignal Summary

SmartSignal was established in 1999 in Lisle, Illinois, with the goal of bringing early-warning predictive technology to commercial markets. This technology was originally developed for use in the nuclear power industry.

SmartSignal Offerings

SmartSignal provides predictive maintenance software that locates and indicates impending faults in equipment or systems before problems escalate. The company's patented Equipment Condition Monitoring™ (eCM) software, through real-time predictive monitoring, assists engineers, maintenance, and operations staff in avoiding shutdowns, forced outages, flight cancellations, and other costly emergencies. The enterprise software solution is scalable to plant- or fleet-wide applications, with a browser-based GUI that provides health monitoring for large industrial assets, such as combustion turbines, jet engines, diesel engines, pumps, motors, and meters. SmartSignal offers products to end users as well as OEMs, who may choose to embed eCM software into their products to improve customer service. In addition, SmartSignal provides extensive product support, training, and outsourcing services as needed.

SmartSignal Differentiation

Access to predictive maintenance and monitoring capability can yield substantial savings for businesses that rely on the functionality of costly critical assets. eCM software allows customers to maintain the efficiency of equipment and plan for an unanticipated event by monitoring health of engines, turbines, motors, etc., in real-time. Customers can substantially reduce both planned and unplanned downtime, cut maintenance spending, minimize forced outages and other failures, shave costs on diagnostics and instrument calibration, improve system reliability, and in the case of aviation, minimize flight delays and cancellations that directly affect the bottom line.

Delta Airlines

Case Study

Delta Airlines has recently entered into a five-year agreement with SmartSignal for eCM software to monitor and trend its mixed fleet of 500+ aircrafts.

The eCM engine health system is the

first element of a multi-part aircraft health-monitoring program that will ultimately include auxiliary power units, environmental controls, and other systems. eCM has been customized to Delta's requirements, such that Delta engineers can monitor engines and aircraft individually to allow Delta to switch engines among aircraft. These engineers can track engine and aircraft operation in takeoff, climb, and cruise in real-time through a secure web-based interface. In addition, eCM will notify engine analysts of problems through email, pager, and mobile phone text messages. SmartSignal will also help Delta gain an edge over competition by strengthening maintenance and repair programs, which will avoid unnecessary and expensive engine overhauls.



SmartSignal Markets

As an enterprise-wide platform, the primary markets for SmartSignal's eCM are power plants, aviation, and commercial transportation (rail, off/on road trucking, marine), and defense - industries with a substantial amount of mission-critical assets. Applications such as those highlighted above with Delta Airlines allow large businesses to monitor the equipment health of an entire fleet in real-time. For OEMs, SmartSignal's software can be embedded into products and help clients dramatically improve customer service by communicating when they need servicing.

FocalPoint Perspective

SmartSignal has differentiated itself as an application company well versed in highly critical environments where device failure can cost money, or worse, lives. What's more, SmartSignal has a unique grasp on the bottom line benefits of M2M. Few other FocalPoint 40 companies understand and communicate ROI as clearly and in as compelling a way. For instance, SmartSignal estimates that power plants can save \$1 million a year for a typical 600-megawatt fossil plant. Also, because of its long standing relationships with serious industrial machine heavyweights and its position as an educator on the forefront of the business rationale behind M2M, we consider SmartSignal a top player in the FocalPoint 40. SmartSignal will have to take care as it positions itself to assist OEMs in implementing M2M solutions. It will take the right partners to play in this alliance-driven opportunity. But having an established track record is worth a great deal in this burgeoning space.