

Clark USA, Port Arthur Refinery



WirelessOffice™ Manufacturing Refines Communication At Clark USA, Port Arthur Refinery

Profile

The Port Arthur Refinery of Clark USA is located 90 miles east of Houston, Texas. It is one of the largest refineries in the world, spanning more than 4,000 acres, with 80 buildings. The facility produces 225,000 barrels of crude oil per day.

Business Challenge

Safety is first in a refinery environment. Clark's Port Arthur Refinery was seeking ways to reduce response times by the Emergency Response team in emergency situations. Improving communications was the second goal of the new system—optimally to allow employees to communicate 'real-time' throughout the 4,000 acre site. High capacity and flexibility were required elements for the new communications system. Integration with existing network management software was the final requirement.

Clark Refining is the principal subsidiary of Clark USA, based in St. Louis, Missouri. Today, it is ranked as the 29th largest privately held company in the United States, with over \$4 billion in annual sales last year and approximately 7,500 employees in 11 states. Clark USA also operates over 775 gasoline and On the Go convenience stores.

THE EMERGIN™ SOLUTION

Clark USA Port Arthur Refinery implemented the following Emergin products:

- WirelessOffice™ Server
- WirelessOffice Administrator
- WirelessOffice Messenger
- FilePage™

INTEGRATED REFINERY SYSTEMS

Clark USA Port Arthur Refinery uses The Emergin Solution to integrate the following systems:

- Wide-area paging service provider with word pagers
- Intranet
- Network Monitoring software

THE RESULTS

Clark USA Port Arthur Refinery has realized the following results since the implementation of WirelessOffice:

- Increased safety for employees as a result of measurable improvement in Emergency Response team times.
- Expanded reach and reliability of detailed information and messages sent wirelessly.
- Improved productivity of the network management team as a result of automated receipt of network status and alerts and decreased hours spent on administration.



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Wireless Technology. Immediate Response.

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After the first discovery of crude oil in Texas, a small refinery began processing oil 90 miles east of Houston. Over the last century, the Port Arthur site has become one of the largest refineries in the world. Spanning more than 4,000 acres, with 80 buildings, the facility now produces 225,000 barrels of crude oil per day.

SOLUTION DETAILS

The specific hardware and software integrated at Clark USA Port Arthur Refinery include:

- PageNet, wide-area paging service provider for more than 40 word pagers
- Clark's proprietary network monitoring software
- Clark's Intranet

EXPANSION OPPORTUNITIES

Clark Refinery has the opportunity to expand their system to include:

- Automating monitoring and alarming related to oil spills and vat temperatures with SitePage™
- Integration of corporate e-mail software
- Message-enabling ERP or SAP software

With such an enormous campus, the IS team was given the daunting task of improving communication among thousands of Clark employees. Numeric paging had been used for years, but it wasn't enough to bridge the gap. A few years ago, they sought a hardware/software solution that could handle not only word messaging but also handle large volumes of messages. The total messaging solution would be tied into virtually every element of the time-critical refinery environment.

Eddie Williams, Network Administrator, described his initial attempts to configure a 'home-grown' answer, using an Internet gateway with PageNet. "It wasn't working out. We still needed a product that could serve our entire enterprise and also integrate with our own network management applications."

After drilling a little deeper, Clark found WirelessOffice™ by Emergin, a straightforward but powerful software suite proven reliable in demanding circumstances. One of Clark's engineers, Roy Taylor, described it as being extremely user-friendly. "Even for an experienced administrator, installing a new system can be challenging. With WirelessOffice, setting up and entering new users was rather simple."

Today, many Clark employees are set up to receive messages, including emergency personnel, mid-and-upper level management, and IS staff members. WirelessOffice puts data in the hands of employees who need it, at the moment they need it. The software was put to the test one 4th of July weekend, when the entire emergency team was notified of a three-alarm fire in one of Clark's Processing Units.

"Advanced messaging has made a significant difference in our ability to perform," said Tom Sutherland, Emergency Response staff member. "In the past, it took me an extra three to five minutes just to find out where an alarm had sounded, or whether anyone was injured. But now the crew sends us specific messages such as: "BLDG 20 - FIRE ALARM" and "INJURY - CP UNIT #241."

Real-time access has proven to be more significant than the department had expected. "We're not used to having this much data so fast," said Taylor. "It's affected how we do tasks day-to-day. Even in our own IS group, we were able to use FilePage™ to tie into our company's network management software." Today if an error occurs on the network, Taylor receives an alphanumeric message. "This is so much easier than the old way we used to do business," he said.

Because messages are easy to send, usage has expanded to include managers and administrative staff. Said Williams: "All kinds of people are using WirelessOffice to send messages. One of our executive secretaries loves reminding her VP of crucial meetings."

Said Taylor: "After three years, we haven't had any problems. We've really gained an understanding of the benefits of advanced messaging."



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