

Take Control and Control Change



Safeguarding your intellectual assets



The Big Idea

Tracking your hidden assets just became possible

Looking for a comprehensive solution for managing your software and documentation assets?

From design to long term operation and maintenance, Asset Guardian delivers a set of integrated tools that eliminate communication bottlenecks, flawed software installations and incorrect design modifications. Asset Guardian provides an effective means of managing all software, documentation, changes, faults and design issues from conception through to operation. As the demands of your business increase, Asset Guardian can scale up to meet your growing requirements.

Within an operation that is constantly changing, Asset Guardian can keep your design and operation personnel synchronised with the status of your assets. With features such as email, automatic notification, change logging and a secure approval and authorisation process, Asset Guardian will eliminate the risk of personnel operating with different or incorrect versions of specifications and software.

Tracking information that is critical to the operation and effectiveness of your business is facilitated through a number of key features within Asset Guardian. Your design and support personnel can easily enter data through a number of easy to use standard forms. Data can be quickly retrieved through flexible search and report functions. Personnel raising change requests can be automatically notified of the requests conclusion. An ever evolving knowledge base eliminates the need for data to be entered time and time again.

Things You should know

Up to 90% of UK companies have NO secure backup of process-critical application software - those that do often don't know which is the most up-to-date revision. Floppy disks are NOT a reliable medium for long-term storage, especially in an industrial or process environment.

Original Equipment Manufacturers and Systems Integrators do NOT always routinely retain copies of all the software they supply to you on system hand-over.

Responsibility for software security is rarely assigned to a specific manager or department, so it is often over-looked, until disaster strikes.

Can you afford not to have it?



Introducing the Solution

Uniquely developed to control and protect your assets

Asset Guardian is a unique software management solution designed to control and protect your PLC, DCS and HMI/SCADA software assets. Inadequately managed software can both cause and exacerbate any unplanned outage.

Over the last five years Asset Guardian has been employed by major international process and manufacturing organisations to minimise the risks associated with process-critical software.

Asset Guardian solutions provide a single point of reference to both the most current and all archived information around a software or hardware asset. Our solutions ensure that the following elements are stored and managed in a controlled way:

- Program source code,
- System documentation,
- Fault reports,
- Design changes
- Email communications.

Asset Guardian manages each software asset securely and in compliance with industry standards, including ISO 9001 Tickit and 21 CFR Part 11.

The standard for Quality Assurance in Design, Development, Production, Installation and Servicing (ISO 9001) is particularly relevant. Asset Guardian V5 can be used to keep many Quality Records required by that standard and can be used to demonstrate compliance during audits.

Asset Guardian delivers a total solution for disaster recovery that ensures that system downtime is always minimised.

The Asset Guardian solution is tailored to the needs of the organisation, using a tested consulting approach: The Asset Guardian Lifecycle Model. Each solution is built using our core technology: Asset Guardian V5. Solutions are scalable and interoperable; they can be applied to any number of software assets, users or processes and grown overtime.

Asset Guardian can be hosted within your organisation or with a third party and can be accessed via a secure connection from anywhere, worldwide making it ideal for deployment to all your staff and approved external users.

Things you should know:

Asset Guardian meets the software management needs of organisations operating in high value, high risk production environments. Asset Guardian provides solutions across a range of process and manufacturing industries, with a particular focus upon: Food & Beverage, Pharmaceutical, Power Generation and Oil & Gas.

Asset Guardian controls & manages:

- Business Critical information
- Proprietary Software Installations
- Proprietary Software Licences
- PC / Hardware Build Inventory

Software Control

Securing your process critical software assets

Software Control

Application Software:

Asset Guardian allows the secure storage, revision control and retrieval of asset-related designed for purpose software such as Process Critical DCS, PLC, HMI/SCADA or Database software. Any software that has been specifically designed and created for your applications can be securely booked and controlled. It allows the tracking of installed software and its revision lead.

Proprietary Software

Asset Guardian allows the secure storage, revision control and retrieval of licenced software such as Microsoft Windows®. Proprietary Software is available to purchase from dealers and retailers without need for modification. Asset Guardian allows you to track where your software is installed and at what revision. Asset Guardian also helps avoid licence infringements and avoids the risk of breach of legal contract.

Remove The Risks

Asset Guardian removes the risks. Asset Guardian will store the most up to date software together with all other revisions securely on a file server. Your routine backup procedure guarantees the rest.

Know What You've Got

Asset Guardian makes sure you know what the most up to date revisions are, where these revisions are installed and in a development situation, who is working on what software thus avoiding conflict. Asset Guardian lets you sign out individual sections of a software asset and allows multi user development.



Core Components

- Software Control
- Change and Fault Logging
- Document Control
- Correspondence Tracking
- Hardware Control
- Bypass/Force Override Control
- Audit Trail
- Users and Security

The software is usually unique to a particular process or plant device. If this software gets lost or is corrupted, you are not able to go to your local retailer and pick up a new copy. You are dependent on having a copy yourself or your developer retaining a copy. If these backups fail, as they often do, where do you go from there?

Change and Fault Logging

From initial design through to lifetime operation

Change And Fault Logging

Asset Guardian allows the entry and tracking of any change requests or fault logs raised against a specific asset. It helps form and complete an audit trail for the asset. It is important that when someone requires a change to an existing or developing asset, the request is thoroughly checked out for safety, functionality and requirements compliance before it is implemented. Changes should not be carried out blindly and without the correct procedures being exercised.

Asset Guardian has a built in change control process which complies with ISO9001:2008 TickIT. By adopting this process, you can be sure that the change will be given all the attention it requires and that the correct personnel in your organisation approve it before it is implemented, test it during its design and sign it off after its implementation.

Although faults do not always result in a change to the software or to documents, they should still be logged. Even if a change is not necessary, a documented log of the fault helps form the audit trail and also records the symptoms and corrective action used to recover the system. This data is then stored for later use and can be used as a knowledge base in the event of the fault recurring. This facility then decreases the diagnosis time which minimises plant downtime and increases plant productivity.

Asset Guardian keeps track of any documents and software that are modified.



Core Components

Software Control
Change and Fault Logging
Document Control
Correspondence Tracking
Hardware Control
Bypass/Force Override Control
Audit Trail
Users and Security

Asset Guardian logs all aspects of a change request and fault such as:

- Asset Number
- Who raised the request/fault log
- Date Raised
- Plant Impact
- Reason for rejection/investigative findings/Recommended Actions to correct
- Who approved the request
- Date approved
- Who the request/fault was assigned to
- A description of the change carried out/corrective action taken
- Who checked the change/correction
- When the change/correction was implemented
- Root cause of the fault
- Any other comments

Documents and Correspondence

Share and control content inside and outside your organisation

Document Control

Asset Guardian allows the entry, secure storage and lifecycle tracking of asset related documents. Asset Guardian allows enterprises or individuals to use a consistent approach to document control. Asset Guardian will control aspects such as Revision Control, Controlled Copies and Distribution, Document Status and Approval. All of this functionality is achieved through a familiar, easy to use interface.

Asset Guardian removes the need for paper logged Design Reviews. By using it to store and control design reviews, the complete design audit trail of the asset is held and maintained in one central database. If the asset is subsequently transferred to another parent asset, the audit trail goes with it. You lose none of the important design information during the transfer.



Correspondence Tracking

Asset Guardian allows the entry and secure storage of any correspondence relating to a specific Asset. Including emails, faxes, letters and telephone journals. From initial design, through commissioning to operation and maintenance correspondence logged in Asset Guardian helps build up a complete audit trail and history of work carried out on the asset.

Don't lose the email sent from a supplier about a replacement part, simply select the email in Microsoft Outlook and book it into Asset Guardian and it's stored, nothing else to it. Asset Guardian even completes a detailed form automatically from the email. You can send an email from Asset Guardian via Outlook so you don't have to go back and enter the details manually, Asset Guardian takes care of it for you.

Core Components

- Software Control
- Change and Fault Logging
- Document Control
- Correspondence Tracking
- Hardware Control
- Bypass/Force Override Control
- Audit Trail
- Users and Security

Would you like to make sure that everyone on your site is working to the same standards or best practices? What if a standard is updated by its issuing authority, wouldn't it be great if all your personnel automatically knew about the update the next time they were looking through the standard? Asset Guardian allows users to view the latest version of any standard which has been entered against a specific asset simply by double clicking on it. All of the standard's detailed information is present together with a revision history.

Hardware & Bypass Control

System build and bypass tracking

Hardware Control

Asset Guardian minimises the rebuild time on your plant hardware assets. It does this by logging the build of the system i.e. what CPU does it have, how much memory, what's its network address, Asset Guardian stores it all. It also stores any proprietary software and application software which requires to be installed on the system together with revision numbers and where applicable, software serial numbers. Asset Guardian tracks hardware component data such as:

Description, Cost, Type, Warranty Period, Manufacturer, Delivery Time, Model, Part Number and Recommended Spares Holding

Bypass Control

Asset Guardian allows the tracking of any temporary bypasses, forces or overrides applied to software or hardware. It reduces the risk of temporary modifications becoming permanent. During commissioning, testing and operation, personnel are regularly required to temporarily force internal registers within a control system to values to initiate or enable specific events. In real life situations, forcing a register can mean the difference between a plant or process producing or not. In these situations, it is easy to forget that the force has been made until it is too late.

Core Components

Software Control

Change and Fault Logging

Document Control

Correspondence Tracking

Hardware Control

Bypass/Force Override Control

Audit Trail

Users and Security

Asset Guardian logs the forces which are made, who made them and when. This facility makes it much harder for a temporary force to become a permanent feature of a system and allows the system to continue to operate in the way it was designed.



Hardware & Bypass Control

Audit Trail

Auditing completely with no user intervention

Audit Trail

Asset Guardian offers a watertight Audit Trail feature, with highly secure, encrypted password protection that employs electronic signatures and adheres to all requirements of the Food and Drug Administration (FDA) regulations for 21 CFR Part 11.

This highly sophisticated Audit Trail facility is searchable with 100% relational connections. Information can be traced against one or more Items (including documents, software and hardware), Assets, Individuals or Roles, Dates and Actions.

The record of each and every modification and alteration is automatically generated, with no need for user input, complying with the stringent standards of 21 CFR 11.



Core Components

- Software Control
- Change and Fault Logging
- Document Control
- Correspondence Tracking
- Hardware Control
- Bypass/Force Override Control
- Audit Trail
- Users and Security

Asset Guardian ensures regulatory compliance with a range of industry standards:

- 21 CFR 11 Compliant
- Comprehensive security
- Electronic Signatures
- 100% Relational searches
- Automated audit history
- Automated tracking
- Easily retrievable format



Users and Security

Securing your hidden assets just became possible

Users and Security

One of the most important areas of Asset Guardian is users and security. Each user is assigned specific user security levels via a group security scheme. This allows for maximum levels of security by the simplest possible methods.

Security can be set at the following levels as standard:

- Request Changes, Raise Faults
- Approve Change Requests
- Log in New Revisions, Check Out Documents & Software
- Add New Assets, Edit Existing Assets
- Add New Records
- Delete Records, Remove Revisions
- Edit Existing Records
- Approve Documents for Issue
- View System Passwords
- Administrator of Database
- Approve Activation/De-activation of Forced Software
- View / Administer Audit History



Core Components

Software Control

Change and Fault Logging

Document Control

Correspondence Tracking

Hardware Control

Bypass/Force Override Control

Audit Trail

Users and Security

Asset Guardian ensures the right person will always have access to the right information at the right time through.

- User Level Security
- User Passwords
- Definable Groups
- Asset Level Security
- Group Level Security

Proven Technology

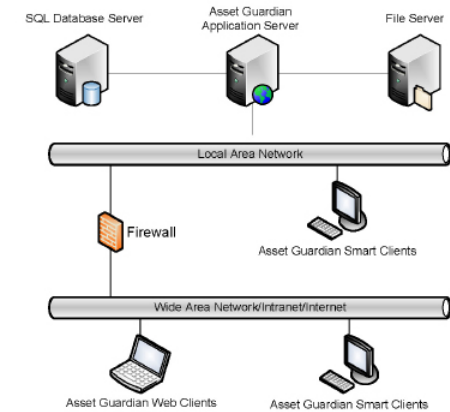
Scalable, flexible, robust, and platform independent

Asset Guardian is built using tried and tested technologies with flexibility and control firmly in mind:

Asset Guardian is built on proven Client/ Server technology and utilises a SQL Database Server.

- It uses thin client architecture ensuring performance is maintained over both local and wide area networks (Internet).
- A feature rich Smart Client is supplied which is platform independent, running on Windows, Mac OS X, Linux or any platform which supports Java.
- Asset Guardian is fully web enabled and can run on any browser. It can run over a secure connection if required.
- The Asset Guardian Server acts as the Web Server and controls the connection to the SQL and File servers.

- Asset Guardian is supplied with PostgreSQL server but can be used with most SQL based servers including Microsoft SQL Server, Oracle and MySQL.
- Any files such as software, image or documents are typically stored on the File server which allows for easy backup. Clients have no direct access to the File Server thus offering an additional level of security.
- Your Asset Guardian, SQL and file server can be hosted in one physical Server box or can be split between numerous Server boxes.
- Asset Guardian system can be hosted locally in your organisation's infrastructure, remotely on your own dedicated system or remotely by using Software As A Service (SaaS) technology.

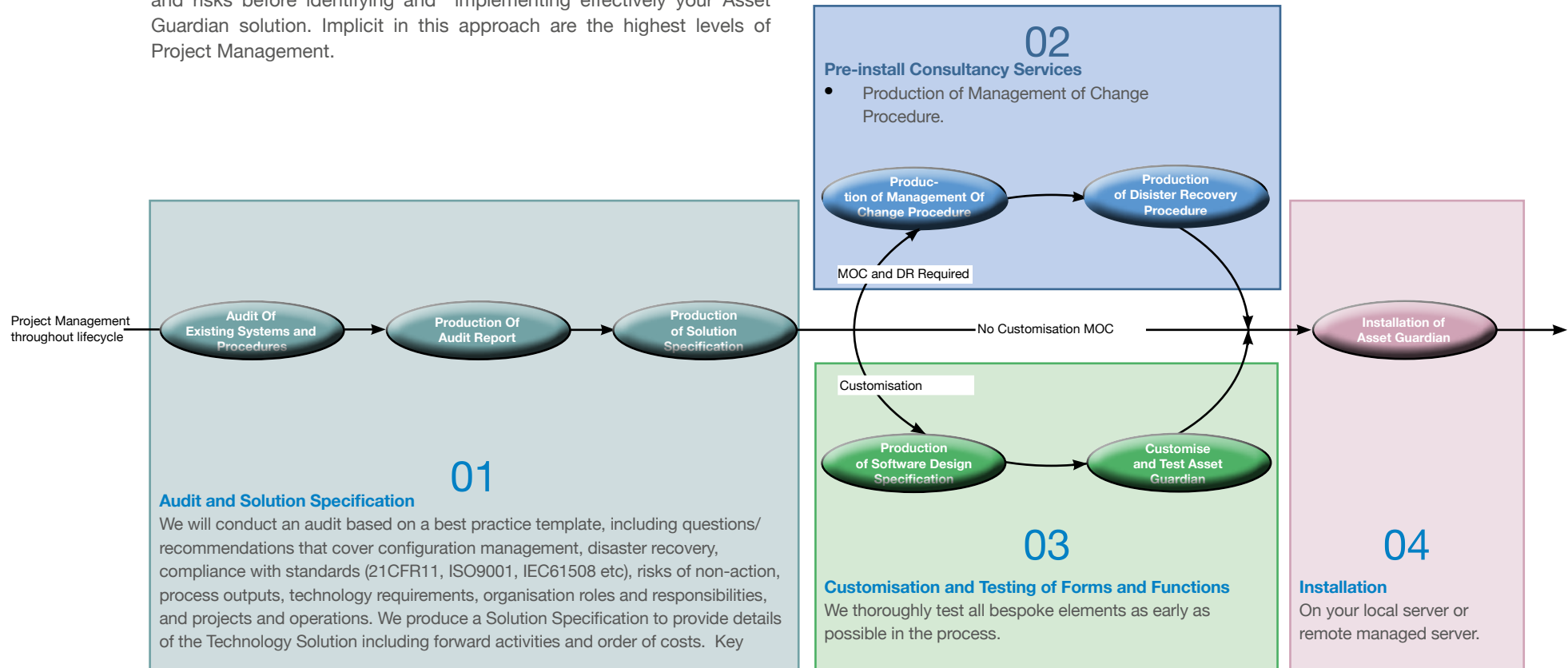


The system could reside on one physical server, as shown in the topology above, or for larger systems it could be hosted on several dedicated servers.

Our Lifecycle Process

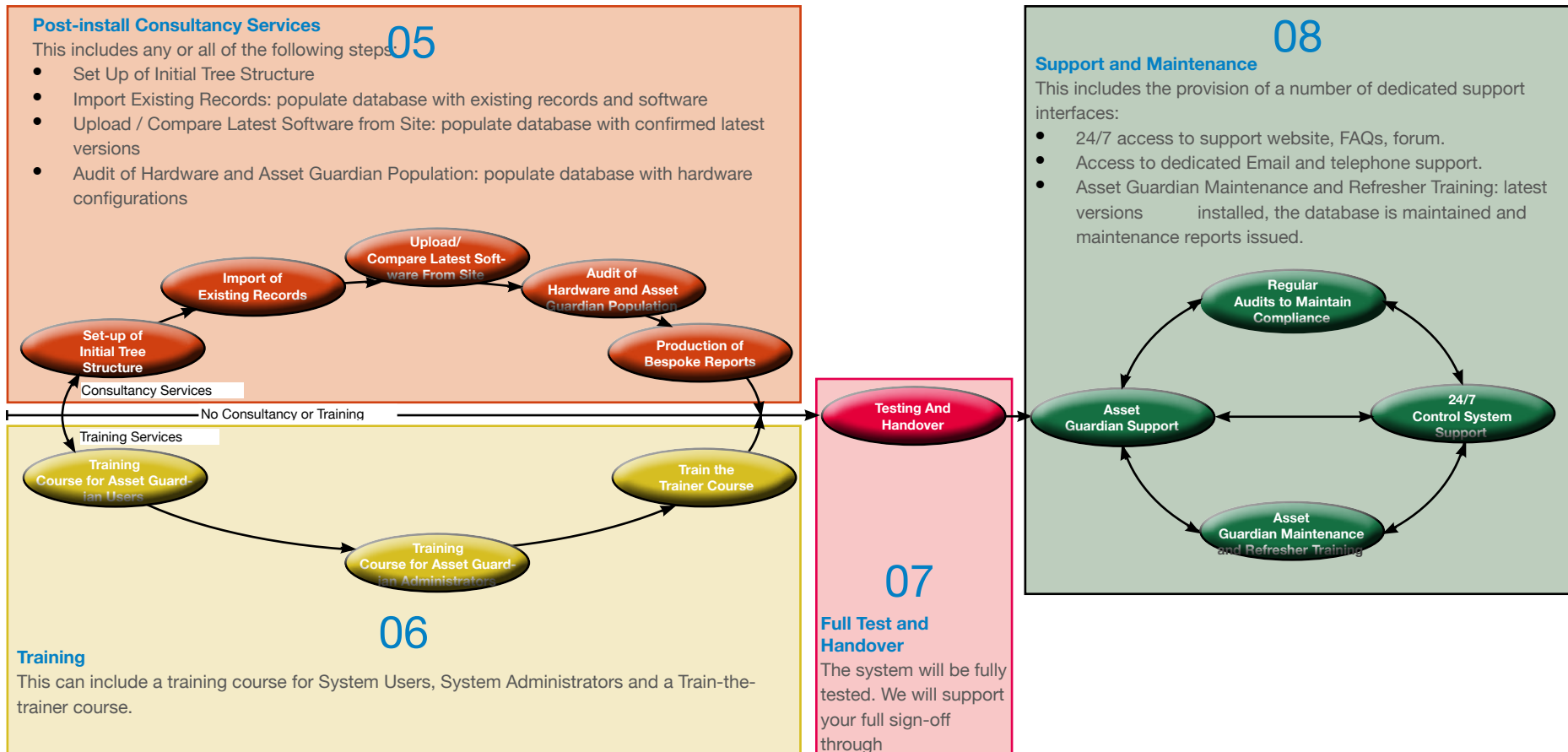
Tried and tested for making the most of your investment....

The Asset Guardian Customer Lifecycle Model (AGCLM) is the 8-step approach we apply to every project we undertake. It is a tried and tested methodology which looks to understand your existing processes, assets and risks before identifying and implementing effectively your Asset Guardian solution. Implicit in this approach are the highest levels of Project Management.



Our Lifecycle Process

...by producing optimum results



Ease of Use

Meeting the needs of users

Who uses Asset Guardian?

Asset Guardian solutions are designed specifically to support a range of broad industry roles with a minimum level of IT knowledge:

Design Personnel

Store software and hardware design records such as loop diagrams, schematic diagrams or logic diagrams and track their revision history individually or collectively. Issue to clients in a format that suits.

Support Personnel

Access the most current and up-to-date software and documentation. Work with the same data (specification or drawing) as Design Personnel.

Commissioning Personnel

As software and hardware is commissioned, relevant documentation and the 'as-built software' are kept up-to-date.

Document Controllers

Control document creation and amendment and advise all previous copy holders when a document has changed.

The screenshot shows the Asset Guardian - AGSL - Client interface. It features a sidebar menu (A), a toolbar (C), a search bar (H), a main data table (J), a detailed form for a specific asset (E, D), and a revision history table (F, I). The status bar at the bottom (I) shows user, database, server, records, and scale information.

Asset	Software ID	Title	Active Revision	Date	Status
_Demo	SW1812	Exterior Pump Manifold Software	1.0	07/12/2016	
_Demo	SW1699	Line 1 InTouch Application Software	1.5	23/11/2016	OUT
_Demo	SW1700	Line 1 Main PLC Software	1.5	15/10/2016	TESTED - SAT
_Demo	SW1701	Line 1 Silo PLC Software	2.1	23/05/2015	
_Demo	SW1702	Water Treatment Plant PLC Software	1.2	08/02/2016	

Revision	Date	Notes	Archive	Active
1.2	08/02/2016	New pump P412 added	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.1	10/03/2005	Logged in by Ian Starkey (site backup 10/3/2005)	<input type="checkbox"/>	<input type="checkbox"/>
1.0	08/04/2004	Logged in by Iain Rennie	<input type="checkbox"/>	<input type="checkbox"/>

a. Easy to access icon Sidebar Menus

b. Windows Explorer Style Navigation

c. Toolbars

d. Easy to fill in forms for data entry

e. Automatically populated fields and intelligent drop downs

f. Easy to fill in sub-forms for data entry & drop down menu

g. Easy to navigate section

h. Accessible & Convenient Search

i. Status bar to show key information

j. Scrollable lists and tabs to speed data recovery

About Us

The people behind the solution

Asset Guardian was developed to manage complex software and hardware development projects. Asset Guardian provides a simple, convenient and cost-effective tool for minimising the risk to your operations from system failure.

Asset Guardian Solutions Limited

Asset Guardian Solutions Ltd was born out of the recognition that most companies involved in the process industry had little to protect the Integrity and safe keeping of their Software Assets controlling their production processes.

Originally part of Elite Controls Systems Ltd a company established since 1992, specialising in process automation and boasting an enviable reputation and global 'blue chip' client base.

In 2000 by combining its control automation and IT expertise the company developed Asset Guardian, an innovative solution that ensures users compliance with ISO & IEC Standards, Government Directives and Industry Best Practices for the "Configuration and Change Management" of process critical systems.

After 10 years of continuous growth involving detailed market research and collaboration with users, Asset Guardian has transformed from a "Product" to an "Integrated solution" for protecting the integrity of safety and process critical systems. Its future development and growth will now be carried on under the leadership of Asset Guardian Solutions Ltd, a team that was formed by combining the original development team with a new sales and marketing team to maximise the company's potential within the global market place.

Working in close partnership with clients, Asset Guardian Solutions Ltd's staff fully appreciate the need for rapid, demonstrable returns on clients' investments and they

Did you know?

Our partners engineers are frequently called upon to assist clients in recovering from plant outages caused by system failure. These can result in anything from a few hours downtime on a single system to complete plant shutdown.

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Scan the QR Code below to visit our



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Case Study

Solution for Leading Whisky distiller to Manage their Industrial and Automation Control Software Changes

Challenge

A leading Whisky Distiller has multiple distilleries in remote locations all of which have their own Industrial and Automation Control Systems Software. The main challenges faced by the Distiller were:

- Ensuring the correct backups of all system software
- Keeping backups under full revision control
- To manage access to making changes to systems by vendors and technicians
- Record changes made
- Record who made the changes and why.
- Record what backups of the new version had been made
- Notify a responsible engineer of all this information

Solution

•To manage access to programming tools

The Distiller had an Asset Guardian solution for a number of years and were storing their Industrial and Automation Control System Software backups in a centralised repository, keeping them under full revision control. There were multiple servers on various sites which synchronised together through Asset Guardian's proprietary synchronisation module AGSync, Software was secure and available at all locations as required.

Software was checked in and out of Asset Guardian when changes were planned and made as part of projects or upgrades, however it was very common

for OEM's and 3rd parties visiting site to update software without notifying the correct personnel and as a result were not leaving a current copy of the software leading to uncontrolled software being downloaded to the automation systems.

- To control unplanned changes to systems integrated with the Asset guardian
- Solution: The AG Access Management Module**



To overcome the challenge with OEM and 3rd Party access, the distiller requested the AG Access Control Management module. This required the AG Access Module to be installed at the Programming Workstation on each site. Once the Access module was initiated, the workstation was unlocked and key information was required to be recorded relating to the work being carried out by the engineer prior to access being given to use the requested programming tool.

Result

•Asset Guardian and the AG Access Management Module allows the Distiller to track all changes made to their control system software across multiple remote sites, ensuring there are always up-to-date backups available at all locations.

•Correct versions are always used preventing operational and safety issues with the running plant, as well as the time to try and re-engineer these lost changes. The responsible engineer is notified and can ensure the relevant backups have been made. An e-mail notification is sent to the recipient's email address and as a result, they do not need to be an AG Solution user.

•Asset Guardian's advanced features on reporting and automatically scheduling reports minimises the time required by responsible engineers to monitor all their systems. Relevant information is sent immediately and notifications are sent when there are exceptions that require attention.

Case Study Cont'd

Solution for Leading Whisky distiller to Manage their Industrial and Automation Control Software Changes

- Asset Guardian protects the integrity of files through automatic schedules which continuously run on the server, verifying all files against recorded checksums with Admin users being notified straight away of any mismatch found. This minimises the risks associated with corruption or infection of software backups.

- With multiple servers in synchronisation with each other, in a full Disaster Recovery situation, Asset Guardian can be relied on to provide all configurations and files to get the plant back up and running in the shortest possible time.

- Compliance with relevant industry and national standards has been assured with Asset Guardian's full audit history allowing all actions to be viewed and reported. All this information can be presented during audits either internally or from outside bodies

- The Distiller has expanded its use within the organisation. They are now controlling specifications and backups of standard blocks used in their control system software. Putting standard blocks under revision control and making them available through the Asset Guardian Solution has allowed them to standardise and streamline their system development lifecycle thus saving development costs.

- OEM's, 3rd party engineers and technicians are now able to lock the workstation by logging out of the AG Access module which automatically sends a notification to Asset Guardian which records all the information within the audit history along with date/time stamps. Asset Guardian monitors the status of each workstation, and if it remains unlocked for an extended period of time, will send a reminder.



- Asset Guardian and the AG Access Management Module help the responsible engineers by automatically generating reports and e-mailing them directly to selected members of staff. These reports show the current status of the workstations (locked or unlocked) and summaries of the work done and changes made to the systems (both planned and unplanned). The reports also flag if changes have been made but the associated software backups have not been checked into the Asset Guardian Software Repository

- Downtime has been greatly reduced because the software is stored in a central repository. The current version of software is always available, and with engineers , OEM's and 3rd Party Vendors using the standard blocks, helps during breakdowns and fault finding since support staff are familiar with the programming techniques.

Case Study

Industrial Control System Software Repository Solution for one of Britain's Leading Suppliers of Fresh Milk and Milk Product

Challenge

A Major UK Milk and Products Manufacturer first utilised the Asset Guardian Solution over 10 years ago across six different sites. They then proposed to expand the use of their Asset Guardian Solution to include further production sites and to include the following enhanced AG features which are being utilised today:

- Software Version Control
- Disaster Recovery
- Document Control (of all Technical documents)
- Hardware Configuration
- Obsolescence Management
- Password Control
- Management of Forces
- eLearning Training

Solution

1) Upgrade Existing Asset Guardian Solution to the latest version: This allowed them to move to the new thin client, concurrent user model. This increased the integrity and security of the system while simultaneously making it more easily available to users across multiple UK sites

2) Migration of existing data and files to the latest versions: This included all the software associated with six different sites across the UK with over 1,600 different system backup records containing over 10,000 separate revisions totalling over 40 GB of files, as the AG solution was upwardly compatible using the AG migration software.

3) Separate Asset Guardian Server installed on each site: This made all the files and information instantly available to engineers and technicians working on their site. The AG Web Client also ensures that central engineering staff can access each site's systems from remote locations. Sites can also be given read-only access to other sites' information allowing better exchange of ideas and best practice.



4) Access was given to Asset Guardian's Computer Based Training: This allowed existing users to familiarise themselves with the extra features of the new version. This meant when the new version went live it was business as usual and all staff were able to continue using Asset Guardian without the loss of any time.

5) Control of Revisions and changes to control software without interruption: The manufacturer was able to check out software to OEM's and 3rd party vendors to make changes, check in new revisions of the software as they arrived on site and record details of the changes made, providing strict management of OEM and 3rd party access.

6) New features provided: The manufacturer enhanced their working practices by using the new AG features to create custom reports and to automatically schedule them to be e-mailed to the relevant personnel allowing live up-to-date information from the Asset Guardian Solution delivered straight to their inbox without needing to have access to the Asset Guardian Solution.

7) Expanded Use of Asset Guardian: The manufacturer also started to include the use of documentation management of technical documents and drawings, hardware configuration of PLC and SCADA systems and password control providing layers of security and management of the forces applied to Control Systems. As a result, the client started to unlock the full potential of their Asset Guardian Solution.

Case Study Cont'd

Industrial Control System Software Repository Solution for one of Britain's Leading Suppliers of Fresh Milk and Milk Product

Result

- The new Web Server/Thin Client architecture made the Asset Guardian Solution available from all locations and for all users without the overhead of installing client software on users' computers.

- Concurrent user license model allowed the number of licenses to be reduced while increasing the number of users who can access the Asset Guardian Solution.

- All existing data and files migrated seamlessly into latest version and was available to all users from day one, ensuring no break in operations.

- The integrity of files is now fully protected by automatic schedules running on the AG Server constantly verifying all files against recorded checksums, with Admin users automatically notified straight away if any mismatch found. This minimises the risks associated with corruption or infection of software backups.

- With AG Servers situated locally on each site, in a full Disaster Recovery situation, the Asset Guardian Solution can be relied on to provide all configurations and files to get the plant back in production in the shortest possible time.

- The manufacturer has now unlocked the full AG features and benefits of their Asset Guardian Solution. Even after using the Software Revision and Disaster Recovery features for over ten years, they now use Asset Guardian for Document Control, Hardware Configuration Management, Password Control and Management of Forces. This has allowed them to replace paper and electronic legacy registers with one Asset Guardian Solution, increasing the efficiency of managing all this different information.



- With the new sections being utilised, Obsolescence Management of the client's control systems is now complete and very quickly, cost savings will be made by reducing or eliminating downtime caused by Obsolescence issues.

- Compliance with relevant industry and national standards has been assured with Asset Guardian's full audit history allowing all actions to be viewed and reported. All this information can be presented during audits either internally or from outside bodies.

- Having all their software backed up to a centralised repository and the ability to retrieve the software for each plant asset quickly and know that they have access to the latest revision is key to reducing any downtime due to software being lost or misplaced.

