



eLogger

## INDUSTRIAL GAS MANUFACTURING AND DISTRIBUTION

CLIENT SUCCESS STORY

### Matheson Tri-Gas Unites Distributed Operations With eLogger®

**Client**

Matheson Tri-Gas, Inc.

**Industry**

Industrial Gas Manufacturing

**Number of Locations**

18+

**Number of Employees**

More than 9,000

**System**

eLogger

Matheson Tri-Gas, Inc. is an international supplier of industrial gasses used in food preparation, aeronautics, medical facilities, steel production, semi-conductor manufacturing, and more. The company has a long history, stretching back to 1927, and has grown throughout its history both organically and through strategic acquisitions of complementary companies. Today, Matheson Tri-Gas is owned by Taiyo Nippon Sanso Corporation, the fifth largest specialty gas supplier in the world.

plants across a wide geographic area, communicating real-time information about plant operations can be difficult. "If I needed to see a particular log entry from another



**Decision Factors**

Russell says that the major factors in the company's decision to implement eLogger were the product's intuitive operation and its inherent flexibility. "It's a very powerful yet very easy to use product."

eLogger Inc., working with the IT department at Matheson Tri-Gas, had eLogger up and running within one week. And staff quickly embraced the solution. "Our plant managers are thrilled with it," says Russell. "It allows them to much more easily monitor their facilities upkeep and maintenance records. They can search and sort log data by plant, by shift, or many other data elements."

Electronic logs offer a multitude of advantages, including consistency, readability, and control. "With handwritten logs, you have too many variables, like poor handwriting or information left off the log," notes Russell. "Using eLogger now we can specify fields as required ensuring that important information is recorded."

**Handwritten Logs Complicate Compliance**

The Food and Drug Administration (FDA) regulates some of the company's products, such as liquid oxygen and nitrogen, which adds a compliance burden to its operations. "We are required to log all plant activities, including shut downs, and corrective and routine maintenance," explains Chris Russell, Remote Operations Director. Until recently, all of those logs were handwritten. With 16

facility, they would have to fax or scan and send it to me," recalls Russell. "But first they would have to find it in the paper logbook, which may have been filed away in the storeroom."

**A Better Way**

Knowing there had to be a better way, Russell says he performed research over the Internet that led him to eLogger. "I must have looked at ten electronic logbook packages. eLogger looked like the best fit from my research, and once we saw a demonstration I was convinced."

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# eLogger

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## Remote Control

The Remote Operations Center, where Russell is stationed, has the responsibility to control many of the remote plants' operations. Using eLogger, he and his team can review all of the logs from each plant electronically. "The advantage of eLogger is that I can also use it on my smart phone or laptop," Russell says. "This gives me real-time access to plant information at all times."

As part of its FDA compliance requirement, Matheson Tri-Gas must maintain an audit trail of any changes made to its logs. "The FDA is very strict about electronic records," Russell explains. "When changes or additions are made to the logs, we need to track who made the change and when. eLogger does this for us, automatically, so we remain compliant without any additional effort."

## Distribute Critical Information

Russell appreciates the capabilities of eLogger in a critical or urgent situation. "We have eLogger configured to generate electronic



alerts to the appropriate people when specific trigger events occur," he says. "During a critical situation, it is difficult to take the time to notify people by phone and explain the situation. eLogger accomplished that task for us, ensuring important information gets in the right hands immediately."

## Top Notch Team

"eLogger Inc.'s technical support is top notch—in fact it is far and above the best I have ever experienced with a vendor. When we have a question or problem, they stay on it until it is resolved," adds Russell. "And eLogger is one of the best products I have ever worked with."

## About eLogger Inc.

eLogger Inc. is an innovative technology company dedicated to developing solutions that address real-world business challenges in inventive, flexible ways.

Our eLogger electronic logbook solution replaces paper logbooks and disconnected systems—collecting and distributing real-time data about your operations to those who need to know.

In use by more than 100 facilities worldwide, eLogger Inc. solutions contribute to the safety, efficiency, and best-business practices of businesses in dozens of industries.

## Contact us to learn more:

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