



eLogger

## PAPER PRODUCTS MANUFACTURING

CLIENT SUCCESS STORY

### eLogger® Writes a Successful Chapter for Sappi North America

**Client**

Sappi, Cloquet

**Industry**

Paper Product Manufacturing

**Location**

Cloquet, MN

**Number of Locations**

4 Mills

**Number of Employees**

12,700

**System**

eLogger

*"I used to work at a mill that had a book that was 24 inches tall, and 18 inches wide, and it was literally a handwritten log of everything that happened. Try to search that."*

Sappi is a global diversified wood fiber company focused on providing dissolving pulp, packaging and specialty papers, graphic papers, as well as biomaterials and biochemical to their direct and indirect customer base across more than 150 countries. Sappi's dissolving pulp products are used worldwide by converters to create viscose fiber for fashionable clothing and textiles, pharmaceutical products, as well as a wide range of consumer and household products. Quality packaging and specialty papers are used in the manufacturing of such products as soup sachets, luxury carry bags, cosmetic and confectionery packaging, boxes for agricultural products for export, tissue wadding for household tissue products and casting and release papers used by suppliers to the fashion, textiles, automobile and household industries. They use a market-leading range of coated and uncoated graphic paper products which are used by printers in the production of books, brochures, magazines, catalogues, direct mail, newspapers and many other print applications.

Keith Halverson is a Product Engineer at Sappi Fine Paper Unlimited in Cloquet, Minnesota and has worked in various rolls at Sappi since 2005.

There are a lot of moving parts with a mill at this capacity. It is very important to have the ability to communicate along with find information, quickly. Whether from yesterday or from many years back – things tend to come up. Sappi

needed a tool that would be able to store, communicate and be easily accessible for all that goes on during every single shift.

*"Searching logs is very important to us, because I can search for any specific word, a part of my machine, if I want to look at a history."*

With a large number of employees who have been doing paper logs the same way for years, implementing something new can be daunting at first. Especially when it's a new technology. However, this was not the case. eLogger is very easy to operate. It's customizable. By design, it is not complex yet you have the ability to customize every detail needed to fit your daily operations. Clean, simple and constantly evolving. This allows for an onboarding process and adaptation as new features are released.

*"We have I think a pretty mature group of operators that are used to using it already. It is very easy to operate. It's Windows-based."*





# eLogger

*It's simple to see. It's simple to operate and make an entry in, so even when there's updates that come through, it doesn't require a lot of extra training, because the look and the feel is very similar."*

Every single department and even sub-department has their own grouping of communication, specifically for them. Not every department needs to know every detail from other departments. Keeping things short gives them the ability to find the information they need, pertinent to them. eLogger's sophisticated security allows users to only see what they need to see.

From the beginning, eLogger (the company) is easy to work with and just a phone call away. Whether it's a new feature you're learning, or assistance problem solving. They will have an answer or find it as quick as possible.

*"What would you do without your iPhone? What would you do without even email? For some people, what would you do without a landline? Since we all communicate in so many different ways, this for us is our central communication tool for everybody in the mill."*

eLogger has become their largest source of communication. Not only from the historical data stand point, but as daily communication to one another. It has enhanced daily operations, saving both time and money. Day by day. Shift to shift.

*"Everything that we control...valve outputs, flow meters, consistency transmitters, temperature, pH, and all of those are very important to our process. When they don't work, there isn't another solution for communicating all the issues that we're having, because there's always a multitude of small things that aren't quite right, and that we're getting ready to fix or repair on our next down day. Communicating all of those so that they can operate is just absolutely fundamental to making this business run."*

eLogger is also used to track safety, night letter communication and search history.

*"It's a very easy way and much faster way to access information than even email for us, so it's really our central communication tool for all of our staff at the mill."*

## **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 300 facilities worldwide, eLogger Inc. solutions contribute to the safety, efficiency, and best-business practices of businesses in many industries.

## **Contact us to learn more:**

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