Capability Statement

Services & Solutions

Dear Customers and Partners,

The potential of operational data to improve business processes, reduce waste and facilitate digital business models is enormous and – still – largely untapped, but can only be achieved through an integrated and coherent strategy from the source of the data to the dashboard or predictive model. That's why the Optimate Services and Solutions approach is built on four practices that hold the core of our capabilities. From the core of process control and device-generated data, via data integration and acquisition in historian solution, contextualisation and data quality management, to sensible visualisation and advanced modelling that drives better decisions.

But it's not only what we do, but also how we do it. Driven by our core values of Accountability, Collaboration, Trust and Transparency, our approach is consultative, honest and result-focussed. We understand no one solution will be the same for every client, and circumstances change. The foundation we build with you today will enable a long-term solution for your every data need now and in the future. We welcome you to come on this journey with us and letting us showcase to you how our Capabilities will best serve you.

Kind regards,

Mark Darlington
Managing Director

About Us

For over 25 years Optimate has been a leading consultancy and integration company in the field of operational data.

Optimate has been at the forefront of the consultancy and integration industry, specializing in operational data. Our mission is to unlock the true potential of operational data, leveraging technology and expertise to drive innovation and provide actionable insights.

As a trusted partner for organisations across diverse industries, both in Australia and around the world, we have consistently delivered award-winning solutions that transform data into a strategic asset.

If you have operational data, you can trust Optimate to enable operational intelligence.

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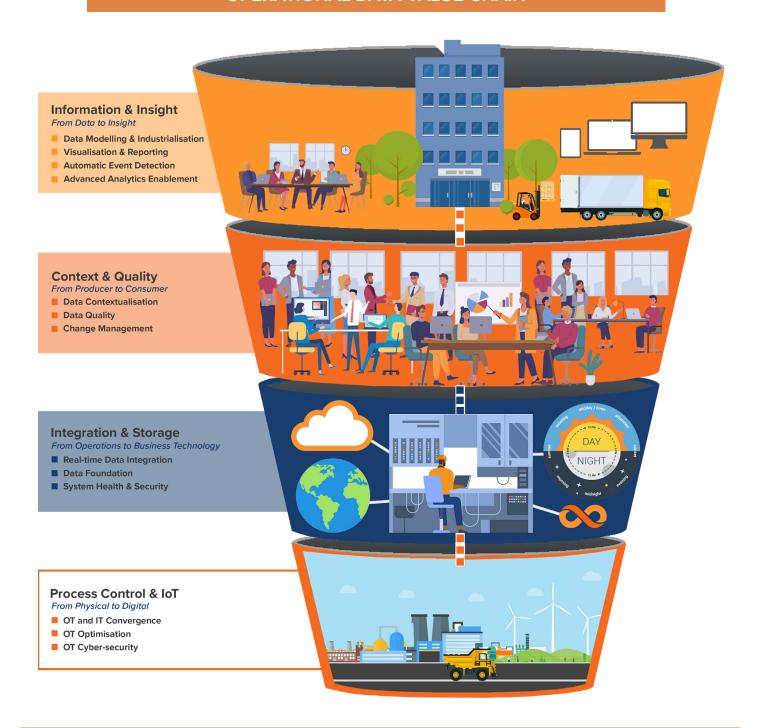Brisbane QLD 4000

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Optimate
POWERING OPERATIONAL INTELLIGENCE

OPERATIONAL DATA VALUE CHAIN

Information & Insight
From Data to Insight

- Data Modelling & Industrialisation
- Visualisation & Reporting
- Automatic Event Detection
- Advanced Analytics Enablement

Context & Quality
From Producer to Consumer

- Data Contextualisation
- Data Quality
- Change Management

Integration & Storage
From Operations to Business Technology

- Real-time Data Integration
- Data Foundation
- System Health & Security

Process Control & IoT
From Physical to Digital

- OT and IT Convergence
- OT Optimisation
- OT Cyber-security

Optimate are Operational Data Integrators. From sensor to insight and from control room to board room, Optimate helps customers unlock the true value of operational, real-time data.

Process Control & IoT

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Providing our customers with quality solutions for process control and data acquisition within industrial plants using PLC and SCADA/HMI technologies.

Optimate provides quality solutions for process control and data acquisition within industrial plants using PLC and SCADA/HMI technologies. Our customised solutions utilise our extensive experience with CitectSCADA, Ignition SCA-DA, ClearSCADA, Wonderware and Siemens HMI/SCADA and PLC packages as well as ABB, Rockwell FactoryTalk and Schneider PLCs and RTUs.

Combined with sensor data through IoT solutions, unprecedented opportunities are created to streamline production, utilisation and maintenance processes. We bridge the gap between Operational and IoT Technologies using applications to create and maintain data integrity so that knowledge and understanding of plant is available within the corporate environments.

As a recognised partner of leading cyber-security solutions for Operational Technologies (OT), Optimate focus specifically in the area of cyber-security in OT environments. Optimate protects critical infrastructure such as power and water utility services from the exponential rise of cyber-attacks.

Key Capability Pillars

OT and IT Convergence

Digitalisation

Development of engineering solutions that can equip assets, devices and personnel with digital capability and IoT Technology.

Integration of Process Control and IT Domains

Design and implementation of secure integrated architecture between Process Control (OT) and IT domains.

Process Control Disaster Recovery

Disaster recovery architecture and frame-work that allows independent return to business.

OT Optimisation

Benchmarking & Tunning

Provide benchmarking services to generate insights about the current performance of the OT system and develop potential tunning strategies for improvements.

Planning & Routine Service

Leverage the analytics capabilities of other practices to provide predictive maintenance services and execution of ad-hoc engineering changes in the OT system.

Operation Optimisation

Assist client with engineering optimisation, such as alarm rationalisation and high performance HMI development.

OT Cybersecurity

Audit

Conduct cybersecurity audit and generate gap analysis report to provide client with insights on the existing OT cybersecurity implementation.

Penetration Testing

Perform specialised penetration testing on the OT system to priorities potential improvements with minimal interruptions to the plant operation.

Design and Management

Provide design of cybersecurity system and management services to client to enhance the cybersecurity capability and reduce operation risk.

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Integration & Storage

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Providing our customers with a reliable record and analysis base of all data generated over the life of the asset or device

The Integration and Storage Practice combines pragmatic OT and IT architecture with extensive experience with all common historian platforms, to provide a reliable record and analysis base of all data generated over the life of the asset or device.

Optimate's extensive experience with global systems comprising of millions of tags to cost-efficient single-site solutions demonstrates we can provide fit for purpose solutions using best of breed architecture.

We maintain good collaboration with all major historians' Manufacturers like AVEVA, Schneider and Honeywell while remaining out technology-agnostic position. In contrast to software resellers, our loyalty lies entirely with our customers.

In addition to the data acquisition and storage capability, Optimate provides out of the box add ons to measure and improve system and data health, as well as user and usage patterns to support low maintenance and optimal adoption in the organisation.

Key Capability Pillars

Real-time Data Integration	Data Foundation	System Health & Security
Capture Design and implementation of interfaces to capture data from across all business systems, including IoT solutions. **Accessibility** Making operational data easily accessible, directly to users and between business platforms.	**Historization** Robust storage solutions of business data to feed future insights. Including on-prem, cloud and hybrid architectures, to establish an 'always on' foundational storage of operational data. **Efficiency** Helping customers balance data fidelity with storage efficiency for performance without sacrifice of information	**System Fault Detection** Automatic detection of issues within data infrastructure with options for alerting and action taken by support personnel **Data Security** Ensuring users have appropriate access to sensitive business data through a straight-forward process and intelligent directory group design.

Context & Quality

Enabling our customers to secure actionable information they can trust and fast.

Through our consulting process and implementation of data genealogy, change detection and integrated master data management, we help our clients secure actionable information they can trust, and fast.

When integrity, confidence and context of data is high it is exponentially more valuable. The physical world and business environments change constantly, and those changes need to be reflected in the digital representation in a consistent manner to provide reliable, accurate and trustworthy information.

Optimate's experience with large and smaller scale Plant Information Management Systems implementations, helps our customers to maintain their multiple stakeholder focussed view(s) of their data. Any change in sources in the physical world or in the master data references initiates a validation and update process providing accurate, in context and up to date information.

Key Capability Pillars

Data Contextualisation

Data Hierarchies

Provisioning of operational data in user defined hierarchies, eg asset hierarchy, Chart of Accounts, functional hierarchies.

Data Dictionary & Metadata Definition

Development and systematic implementation of data definition, rules of use and metadata definition including UoM, upper/lower limits etc.

Data Quality

Data Quality Framework

Implementation of an organizational and technical data quality framework, including determination of critical data points and roles in a data governance framework.

Data Health Monitoring & Management

Implementation of automatic monitoring of data health against defined quality criteria, and event-driven alerting and reporting of data quality.

Change Management

Tag Change Management

Automatic detection and management and reporting of changes at data point level (eg automatic management of new data feeds from added sensors).

Hierarchy Change Management

Automatic detection of changes in underlying data hierarchies (eg changes in operating assets).

Information & Insight

Enabling our customers to make informed, operational data-driven decisions through timely, accurate and targeted information.

The objective of gathering, storing and enriching data is to help people make better decisions. The data analytics and visualisation capability of Optimate helps to drive benefits by showing the right information, at the right time and in the right context.

Using state of the art technology and frameworks like PiVision, PowerBI, R and Python in an agile and user-driven development process, our consultants integrate insight into the operational process where it provides value.

Our experience with clients ranges from production reporting to decision automation, and from wall-to-wall Operations Centre screens to highly customised mobile displays.

Key Capability Pillars

Data Modelling & Industrialisation

Business Analysis

Working collaboratively with our customer SMEs to capture and articulate technical requirements.

Data Modelling

Utilising time-series historian and other operational data sources to develop engineering, operator and commercial models and calculations.

Calculation Industrialisation

Building operational data calculations to scale, leveraging asset hierarchies.

Visualisation & Reporting

Operational Trending and Real-Time Displays

Development of time-series driven displays to allow re-al-time and historic analysis.

BI Enablement

Structuring and pre-processing or operational data, with integration into enterprise BI platforms.

BI Reporting and Dashboards

Interactive reports and dashboards which are fully integrated with historian and other operational data sources, stand-alone in integrated in a corporate BI function.

Automatic Event Detection

Event Detection Logic

Automated detection of operational events or states using time-series data.

Notification

Targeted notications sent to users of critical events.

User Data Interface

Modern interfaces which support manual input, data validation and review activities with auditability.

Advanced Analytics Enablement

Data Engineering

Working collaboratively with data scientists (customer or third party) to provide structured, pre-processed data to enable analytics.

Enterprise Integration

Providing scalable, architecturally robust mechanisims for integraing historian and other operational data into modern analytics platforms, including cloud.

Advanced Visualisation

Extension of operational data visualisation tools to meet specific data science or engineering requirements.

PI Monitoring and Support Services

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BUSINESS HRS

End-to-end support across your PI system and operational data platform, including displays, target data feeds, source data feeds and calculations.

Service hours 8AM – 6PM (AWST to AEST)
Response time: up to 30 minutes*

Organisations that want PI SME's to focus on benefits realisation & capability building without going distracted by day-to-day support and management of a system

Organisations that don't require the PI system 24*7 (eg data analysis, planning, root cause analysis, situational awareness for business hour operations)

Service Desk*	✔
Break-fix	✔
Response to system alerts	✔
Operational requests	✔
Support of feeding OT systems*	✔
Monthly reporting	✔
Service Management	✔
System recommendations	✔

ADDITIONAL
System health monitoring
System enhancements
Build of displays, AF structures, calculations
Pro-active system monitoring
(available as add-on)

*30 MINS depending on criticality.
**Service desk for PI related issues, integrated in existing IT or OTs support access

24*7

24*7 end-to-end support across your PI system and operational data platform, including displays, target data feeds, source data feeds and calculations.

Service hours 24*7 CRITICAL/HIGH incidents
Response time: up to 30 minutes*

Organisations that rely on the PI system to support 24*7 or critical processes, eg energy trading, key real-time visualisation, operations decision support

Organisations that want PI SME's to focus on benefits realisation & capability building without going distracted by day-to-day support and management of a system

Service Desk*	✔
Break-fix	✔
Response to system alerts	✔
Operational requests	✔
Support of feeding OT systems*	✔
Monthly reporting	✔
Service Management	✔
System recommendations	✔

ADDITIONAL
System health monitoring
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