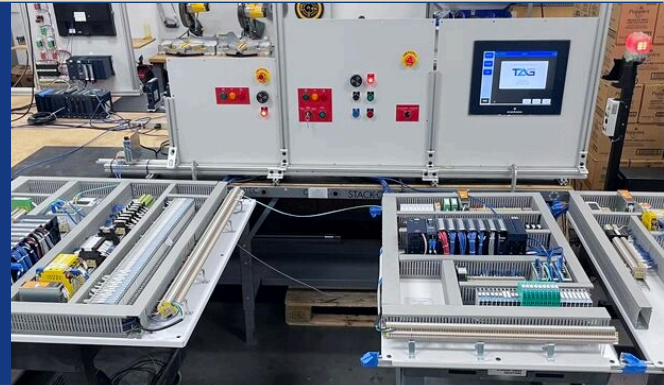




Conveyor Belt Manufacturer Cuts Predicted Downtime by 80% with TAG Solutions

Customer Case Study



BACKGROUND

For manufacturers relying on obsolete GE control panels, time is running out. Replacement parts are scarce, maintenance costs are skyrocketing, and system failures risk halting production. When a conveyor belt manufacturer in North Carolina faced this challenge, they had two choices: endure four months of costly downtime for a European-based Siemens upgrade or find a smarter, faster solution. **They chose TAG Solutions, completing the migration in just six weeks.**

CUSTOMER OVERVIEW

A conveyor belt manufacturer in North Carolina, faced critical challenges due to its aging GE 90-30 and 90-70 PLCs. The company needed a modern control system that would minimize downtime while maintaining ease of use for its operations team. The customer initially considered a European-based integrator but ultimately chose TAG Solutions for a faster, lower-risk transition to Emerson.

PROJECT SCOPE

TAG Solutions was tasked with:

- Replacing the customer's obsolete GE PLCs with modern Emerson RX3i PLCs.
- Designing and fabricating new electrical panels to house upgraded controls. While most customers reuse existing panels, this project required new enclosures to optimize layout and accessibility.
- Ensuring seamless migration with minimal disruption to production.

CHALLENGES & COMPETITIVE ADVANTAGE

The main competitor for this project was a European integration firm proposing a Siemens-based control system. While Siemens was the global standard for the customer's parent company, several key factors led the manufacturer to choose TAG Solutions:

- 1. Seamless Migration Path** – Emerson's system allowed for an automated software migration, eliminating the need for manual reprogramming. Transitioning from GE to Emerson was far more efficient than switching to Siemens or any other platform, saving weeks of engineering effort.



90-70

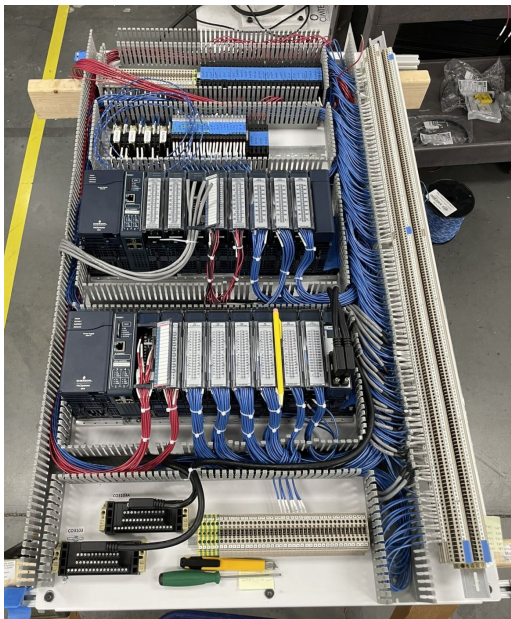


90-30

2. Minimized Downtime – The European competitor estimated four months of downtime for the Siemens transition. TAG Solutions completed the upgrade in just six weeks, dramatically reducing production disruption. Offsite and onsite testing processes ensured a smooth transition.

3. Familiar User Experience – Emerson’s acquisition of GE’s PLC business meant that operators and maintenance staff could work within a familiar environment. This significantly reduced training requirements and ensured operational continuity.

4. Local Support & Service – Unlike the competing firm, TAG Solutions provided in-region support, ensuring immediate response times, fewer logistical hurdles, and direct on-site assistance whenever needed.



KEY OUTCOMES

- **6-week project completion** vs. competitor’s estimated 4-month downtime
- **Eliminated costly manual reprogramming** with automated migration tools
- **Zero unexpected downtime** due to careful risk assessment and testing
- **Full operational continuity** with minimal staff retraining required

Conclusions

By choosing TAG Solutions, the conveyor belt manufacturer in North Carolina avoided prolonged downtime, excessive costs, and unnecessary complexity. Emerson’s PLC system provided a seamless transition from GE, ensuring reliability, ease of use, and long-term maintainability. TAG Solutions’ deep expertise in GE migrations, combined with a local and responsive team, delivered a successful upgrade—**on time and with minimal disruption to operations.**