

Use Case: Dairy Manufacturer – Control Systems

Audit to Reduce Downtime and Risk

Client: One of the world's largest dairy processors, headquartered in Quebec, Canada

Challenge: Aging automation infrastructure, unplanned downtime



The Situation

For over a decade, this major dairy manufacturer relied on a patchwork of legacy control systems, including equipment from Allen-Bradley, Siemens, and Wago, without comprehensive documentation or backups. Internal teams lacked familiarity with the existing architecture, and the company was dependent on a single maintenance provider. Over time, unplanned downtime and maintenance delays began impacting production reliability.

With growing concern over aging infrastructure and lack of visibility, our customer engaged **RTS** to perform a **Control Systems Audit**.

RTS Engagement & Solution

RTS initiated the engagement with a **focused automation-verification scope**, ensuring alignment with our customer primary concerns. Our engineering team then conducted a **full on-site audit**, assessing:

- Control system architecture and hardware health
- SCADA system structure and critical points of failure
- Risk exposure due to discontinued or obsolete components
- Improper or unsafe hardware configurations

RTS also created and secured **full backups** of all control programs stored locally and remotely, providing the client with long-overdue system documentation.

The final deliverable was a **comprehensive report** including visual system documentation, a risk-based prioritization of upgrade paths, and tactical recommendations for short- and long-term system improvement and sustainability.



*“The **RTS** Control Systems Audit provided the visibility that we never had before. It helped us manage and plan our control strategy and future upgrades”*
– Plant Manager, Dairy Facility .

Results & Impact

- **Increased Vendor Flexibility:** Our customer was able to seek competitive quotes, reducing maintenance costs and improving service quality.
- **Reduced Operational Risk:** Immediate high-risk issues were resolved using **RTS's** prioritized recommendations.
- **Improved Uptime:** The facility adopted a proactive maintenance approach based on system lifecycle visibility.
- **Strategic Asset Planning:** The audit enabled faster decommissioning of inefficient systems, aligning budgets with operational priorities.

RTS empowers manufacturers to take control of legacy infrastructure through expert audits, risk-driven recommendations, and actionable system intelligence.



+30 Years of experience



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