

SmartTrace FAQ's

What's the difference between monitoring and management in SmartTrace?

Monitoring in SmartTrace refers to real-time tracking and alerting of your heat trace systems' performance. Management, on the other hand, involves actively controlling and optimizing those systems. With SmartTrace, you get both, ensuring your heat trace infrastructure is not only monitored for issues but also managed to prevent them.

My controllers aren't networked. How can SmartTrace help?

Chemelex has extensive experience in networking heat trace controllers, and we often utilize radio technology to achieve this. This is a proven and cost-effective solution. It allows for seamless communication between controllers and the SmartTrace platform, ensuring comprehensive monitoring and management.

Is SmartTrace a subscription service?

No, SmartTrace is not a traditional subscription service. It's a Software-as-a-Service (SaaS) platform, which means you have continuous access to the latest updates and features as part of your usage. We are constantly improving and enhancing SmartTrace to provide customers with the best experience.

Who owns my data when using SmartTrace?

Customers own their data. At Chemelex, we understand the importance of data security and privacy. Customer data is the customers, and we ensure its confidentiality and security.

Why is SmartTrace in the cloud?

SmartTrace is hosted in the cloud for several reasons. It provides universal accessibility, allowing customers to monitor and manage their heat trace systems from anywhere. The cloud offers unlimited data storage and computational power, ensuring scalability and robust performance for customer needs.

We're concerned about getting SmartTrace approved for our facility.

SmartTrace is an extremely secure platform, it was developed with a specific integration method that aligns with facility heat trace networks. It's important to note that SmartTrace is already installed and trusted in some of the world's largest oil and gas facilities, which speaks to its reliability and security. Chemelex can work closely with your team to address any concerns and ensure a seamless implementation process.

What types of heat trace systems can SmartTrace monitor and manage?

SmartTrace is designed to connect to a wide range of heat trace controllers, assuming they have communication capability. This includes controllers from major brands, and even PLC-based heat trace controllers. If there's a controller that SmartTrace currently can't connect to, our team is continually expanding our compatibility.

How does SmartTrace help reduce operational and maintenance costs, including power consumption and CO2 emissions?

SmartTrace provides real-time insights into your heat trace systems' performance, enabling you to identify and address issues proactively. This not only reduces the need for costly emergency repairs and minimizes downtime but also plays a crucial role in optimizing how your heat trace systems operate and are configured. This optimization can lead to significant power savings and a reduced CO2 footprint, making it not only a cost-saving solution but also an environmentally conscious one. Over time, these benefits translate into both financial and sustainability gains for your facility.

Can I integrate SmartTrace into my existing facility infrastructure?

Yes, SmartTrace is designed for easy integration into existing heat trace systems. Our team can work with your facility to seamlessly incorporate SmartTrace into your operations, whether your controllers are networked or not.

What kind of support and training do you offer for SmartTrace users?

We offer comprehensive training and support to ensure you get the most out of SmartTrace. Our team will guide you through the setup process, provide training for your staff, and offer ongoing support to address any questions or issues that may arise.

Can SmartTrace be customized to our specific facility needs?

Absolutely. SmartTrace is designed to adapt to the unique requirements of your facility. We understand that no two facilities complete heat trace maintenance activities in the same way. That's why SmartTrace's management processes are entirely customizable. This includes tailoring how we integrate your facility's scheduling and process data into SmartTrace. We work closely with you to ensure that SmartTrace aligns seamlessly with your specific processes and needs, offering a personalized solution that maximizes efficiency and effectiveness.