

**PcVue**



## Company Profile

[www.pcvuesolutions.com](http://www.pcvuesolutions.com)

# Our Vision, Our Mission

The success of a company cannot be measured solely on its revenue, at ARC Informatique, we believe that our team's well-being is pivotal to maintain cohesiveness and to be effective. An approach recognized notably in the innovation sector, a domain in which we have been once again rewarded for our continuous creativity efforts, also acknowledged by international patents.

*Choose a job you love, and you will never have to work a day in your life.*

**Our vision** is based on our capacity to bring together talents from different horizons and origins, to develop the best SCADA software and to furnish top-notch interfaces between humans, systems and connected objects. This is made possible by an appealing work environment which encourages collaboration between our teams, our partners and our clients, each one bringing his own experience and perspectives.

When creating ARC Informatique, I wished to create a company willing to maintain long-lasting relations with our partners, our clients and our integrators. We have a long-term vision and we work relentlessly to ensure the sustainability of our 35 years of heritage.

**Our commitment** and our culture of independence are felt worldwide in the relations maintained between our teams and our clients. From our sales engineers to our technical support, we vividly commit to furnish quality services and solutions worldwide. Also, bringing answers to multiple projects enjoins us to imagine innovating and versatile solutions, adaptable to the numerous needs of the supervision world.

One of our main priorities is to protect our clients' investments, thanks to our services and our technologies. Projects developed decades ago are smoothly migrated forward as operating systems, communication technology, and user interaction patterns evolve. Meanwhile the ever connected world of industrial computing has brought to focus cybersecurity concerns.

ARC Informatique sets itself as a leading company in this domain, by proposing solutions and services developed with the latest security technologies. Therefore, we can ensure the safety of our clients' installations against external threats.

With a proven track record in innovation, our company is today focused on the integration of OT with IT. In the era of industry 4.0, we offer a contextual mobility solution on smartphone, aiming to ease the implementation, the utilization and the maintenance of SCADA systems by mobile workers.

After more than 35 years of experience, it is safe to say we have achieved the design of a strong software and hardware suite, but we are not done; we are not ready to drift away. We remain focused to evolve and remain consistent with our objectives. We subject ourselves to various certifications to stay fresh and in line with business needs and regulatory compliance.

**Our mission** is based on 4 fundamental pillars; build long-term customer relationships, continuously improve the quality of our service while preserving our independence spirit in order to stay free in our technological choices, allow our clients to evolve while preserving their investments, and finally, innovate and develop ever more efficient products.

The future offers us many challenges to overcome. Our role is to supply efficient solutions integrating last technologies such as the cloud, the augmented reality, connected objects, and

mobile solutions. Those technologies permit us to develop brand new ways to create and exploit data and SCADA systems.

Finally, we never want to lose sight of the fact that behind the products are the people. Travelling around the world meeting our partners at events or during the PcVue Tour, I had the opportunity to meet the PcVue community and feel the trust put upon us. It is greatly appreciated and I can assure you we are working every day to live up to tomorrow's industry challenges, and to move forward together.



*Pierre de Bailliencourt*  
Chairman and Managing Director



# Facts & Figures

An international SCADA provider, innovating since 1981

**40+**  
Years  
of experience in **SCADA**

**16** International  
Branches



made available in  
**12** languages



**140+** people  
working in  
ARC Group



**\$20M** Turn Over



**70 000+**  
Licenses  
installed in the world



“ARC Informatique has been developing and marketing industrial software for over 30 years.”

## Our Company

### ARC Informatique and PcVue

Founded in 1981 by Pierre de Bailliencourt, **ARC Informatique** is a privately held company, headquartered in Paris, France that manufactures and markets industrial software. Originally developed for the process industries the product now also serves the infrastructure, utilities and building management systems markets (Smart Cities, Smart Building, Smart Water).

PcVue Solutions provides a flexible solution and the necessary tools to handle communication, networking, alarms and database management. Through strong partnerships, PcVue completes its offer with a complete range of Industrial Ethernet and cybersecurity equipment.

Certified ISO 9001 and ISO 14001 for quality, the company has established an international presence through direct sales and technical offices in Asia, Europe, Middle East and Americas and a network of partners and distributors.

The international adventure started 25 years ago, with the creation of PcVue Solutions Ltd in the United Kingdoms, offering the opportunity to recruit local talents, to better collaborate and understand the needs of our local clients. With the success of this sister-company, many others followed on all continents.

Our objective is double: being present and available in the highly developing zones, and to accompany our clients in their international development.

Each subsidiary ensures both sales and technical support activities, and participate jointly to the development of our products in the definition of our next objectives.

# Our Values

To serve and innovate, while guaranteeing quality and interoperability, are at the core of our guiding line. We endeavor to provide our customer with qualitative products, but also with an optimal service which will accompany you throughout your projects.

## An innovative spirit

Since its creation more than 35 years ago, PcVue has been a pioneer for many evolutions, at the cutting edge of progress; one of the first French SCADA under MS-DOS, a precursor for object-oriented SCADA under Windows & OS2, the prime 32-bit programming free editor, at the beginning of Web client based on Java, and the first editor to integrate 3D mimics among others. The company is now exploring the mobility front with an unprecedented solution that enables our customers to achieve breakthrough improvements to efficiency of commissioning, operating and maintaining automation systems. We have developed a mobility infrastructure that takes advantage of technologies such as IPS (Indoor Positioning System) and GPS (Global Positioning System). It also features a contextual mobile HMI, as well as a rich graphical HTML5 web interface among other evolutions.



## An open mindset

The PcVue Solutions portfolio, keeps ensuring interoperability and open systems through certified implementations of open standards. Already certified by DNV-GL (formerly Kema) for its IEC 61850 driver and BTL listed for its BACnet Advanced Workstation profile (B-AWS). In line with our will to provide open standards for the benefits of our users, we are engaged in various standardization activities as an active member of working groups for BACnet, IEC, OPC, DNP and KNX among others.

## A continuous quality improvement approach

The word quality can be defined in many different ways, for us it entails customer satisfaction, continual improvement and an environmental approach rooted in our quality management system.

For many years, the company has obtained both ISO 9001 and 14001 certifications. It guarantees that our environmental involvement is reflected into a structured organization, that we are socially responsible for empowering employees and identifying all avenues for positive environmental impact.

Our software solutions clearly contribute to management of energy consumption and control of fluid and waste production. It also serves to optimize energy usage across production sites and infrastructures. We make continual progress in these fields to increase our environmental contribution while introducing well-adapted solutions of greatest benefit to our customers.

Customers' satisfaction is regularly measured in the framework of ISO 9001 to identify our clients demands and ensure a clear communication between each other.

## A customer centric philosophy

To us, one of the most effective way to stand out is through quality service by considering our customers' expectations and needs.

We make it a priority to design a product favoured by its users while ensuring a responsive and attentive staff. To do so we endeavor to establish diverse lines of communication such as our website, our social networks and by being present at events worldwide.

In addition, we provide support services to our customers on our whole product range. Our Technical Support team is dedicated to analyzing your requirements and proposing the best solution for your requests.

Because every one of our customers has a say in the performance of these services, we frequently conduct surveys to gather their opinions and improve our offer.

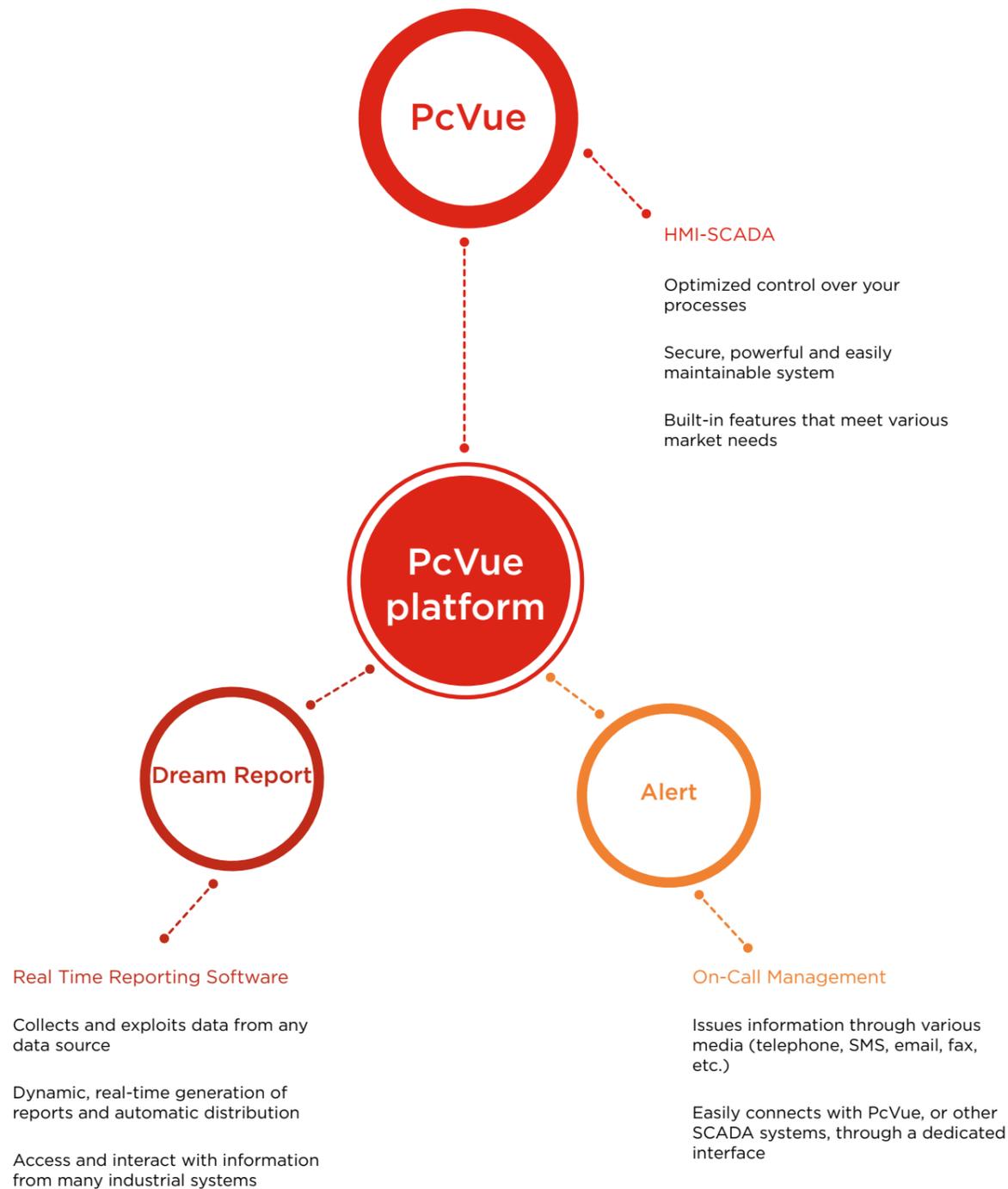


# Quality

# Our Solutions

The PcVue Solution portfolio, a suite of software and hardware products for SCADA, HMI and Reporting, is built around 5 services.

## Mastering Interfaces between Human, Systems and Connected Things



# A Unique Service Offering

Your needs, our services and our development are intertwined. Because a real commitment is the key to a fruitful partnership, our technical engineers are at your side from requirement analysis to commissioning on-site. We can support you in the design phase and during FAT and SAT.

To provide you the necessary skills for the success of your projects either at design or operation stages, our experts are available for trainings all around the world.

In addition to training on product, we offer complete support through the following phases:

- ✓ Study of specifications
- ✓ Conception, Functional Analysis, Application Modeling and Test
- ✓ Installation, Configuration, Virtualization and Network
- ✓ Assistance during development and on site, Application Audits
- ✓ Maintenance and Revamping



*Last year, our technical support engineers achieved around **400 worldwide assistances on-site for customers.***

The implementation of a project often comes with random or unplanned aspects that may become a R&D remit. That is why the Research and Development department works closely with the Support team, in order to give them the necessary means to help you achieve your goals and intervene on the realization of specific ad hoc features.

*Our service organization relies on the proximity between our customers, our technical support and our R&D.*



# Commitment to Cyber Security

Computer systems are increasingly exposed to threats and cyber-attacks with potentially dramatic consequences.

The solutions we supply are at the heart of security sensitive environments; in automated process control and in systems designed for people safety and property security. Faced with this reality, it is essential to be diligent in the protection of these systems in order to guard their security.

We are committed to implementing security in our processes and solutions.

We have incorporated the Software Engineering Institute Cyber Risk and Resilience Management into our ISO 9001 Quality Process. Our intention is to be transparent regarding any discovered or reported vulnerabilities as well as the corrective actions to minimize the risk to our customers.

This transparency applies to communication with the industry, users, government agencies and the general public regarding what we learn from participation in the ANSSI\* working group and other Cyber-Security working groups within the standards organization such as IEC and IEEE.

*We share our knowledge broadly in order to improve SCADA Cyber-Security for all.*

\*ANSSI : National Agency for the Security of Information and Systems



# Security

# A global player with a local expertise

We are determined to expand our presence where there are opportunities. Headquartered in Sèvres near Paris, the company has established a dozen of sales and technical offices all over the world, and developed multiple branches.

*Mindful to keep contact with our customers when they need us, our team are at your service internationally.*

In any location, our mission remains the same: being dedicated to provide our expertise wherever you are!



- 15 strategic bases
- 50+ VAR around the world
- 200+ local SI partners

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## Our Vertical Markets

We have gained experience in a wide range of application areas, an advantage to understand our customers' precise needs. It enables us to offer sets of PcVue Solutions products, each of which caters for a specific industry or service.

### Energy

PcVue Solutions can monitor and control conventional and renewable power plants for power generation, distribution and substation automation, from simple generators to large-scale transmission lines.

#### SOME REFERENCES

Electrical Distribution: Gazprom (Siberia) - Sharjah Elec (United Arab Emirates) - Ourhoud (Algeria)...

Cogeneration: Awirs (Belgium) - Namurs (Belgium) - Dalkia City of Strasbourg (France)

Renewable Energy: Iberdrola (Spain) - Edf Energies Nouvelles (France) - Poscon Co., Ltd (Korea) - Alstom Wind (Spain) - Hydro, Gamesa (Spain) - Avangrid (USA)

Thermal: St Ghislain - Monceau (Belgium) - Enelpower (Italy)

### Smart Building

We provide specialized solutions for the building automation industry, giving management and environmental control with remote monitoring and control systems.

#### SOME REFERENCES

Airbus (France) - Total Tower (France) - Renault Factories (WW) - Singapore Universities (Singapore) - Sanofi Buildings (WW) - Eiffel Tower (France) - Financial Center Taipei 101 (Taiwan)...

### Industry

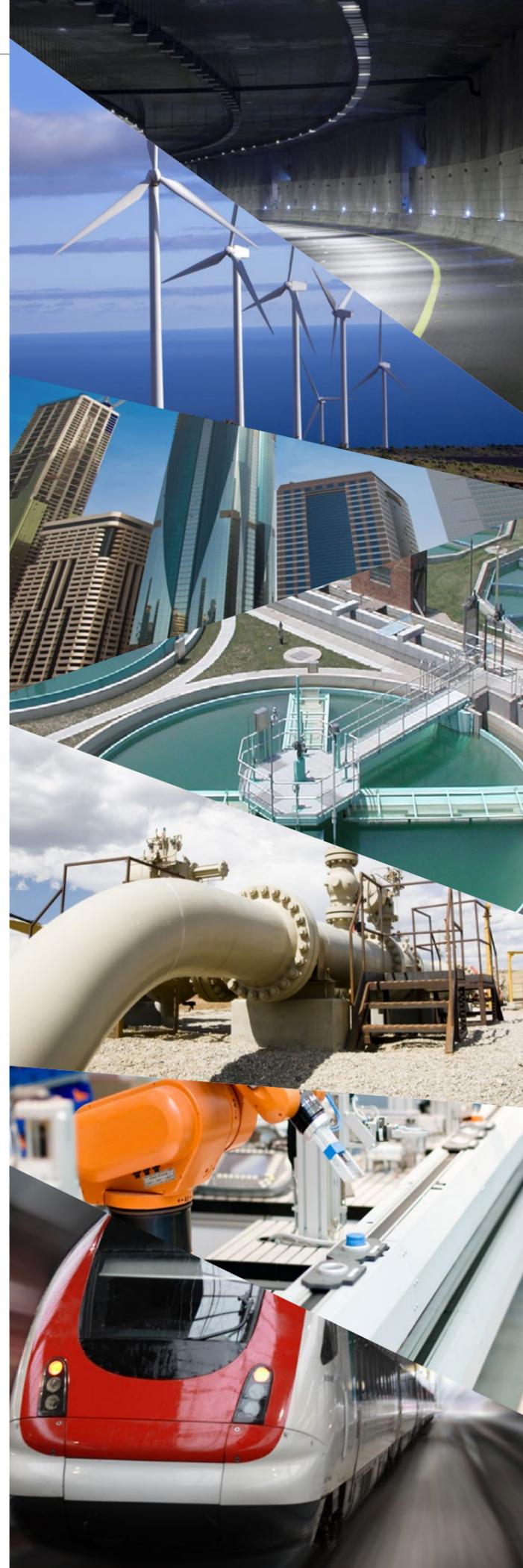
We enable you to improve your production process and quality levels, increase manufacturing capacity, reduce downtime and wastage, track resource provenance and achieve compliance with the strict regulations associated with the industry and the innovation linked with industry 4.0.

#### SOME REFERENCES

Food & Beverage: Lavazza (Italy) - Candia (France) - Lu (France) - Yoplait (France) - Nestle Waters (France) - Lactalis (France) - Champagne Bollinger (France)...

Chemical/Pharmaceutical: Novartis (Switzerland) - Basf (Germany) - Bayer Healthcare (France) - Divya Pharmacy (India) - Hightech Pharm Co., Ltd (Korea)...

Process: Air Liquide (France) - Verralia (France)...



### Transportation

A flexible offer, featuring every necessary services for the management of installations. Our products and solutions are characterized by an open architecture, a large number of built-in drivers and a high degree of scalability. This allow our solutions to work easily with diverse platforms. We provide high availability architectures with our solutions.

#### SOME REFERENCES

Perumka Railway (Indonesia) - Smrt, Singapore Metro (Singapore) - Istanbul Metro (Turkey) - Cairo Metro (Egypt) - Adelaide Metro (Australia) - Lyon Metro (France) - Marseille Metro (France) - Mexico City Metro (Mexico) - Qinghai Tiber Railway (China)

### Infrastructure

We are specialists in providing safety, environmental and automated control systems and we assist our wide range of clients providing cost effective systems supported by outstanding design, workmanship and customer service.

#### SOME REFERENCES

Highways: French Highways (ASF, A10, A14, ...) - Viaduc Millau (France) - Rion-Antirion bridge (Greece), ...

Tunnels: Croix Rousse Lyon - Monaco - Mont Serin - Paris Tunnels (France) - Side Tunnel Brenner (Austria) - St Gotthard (Switzerland) - Drapetsona (Greece)...

Airports: Paris (France) - Nice (France) - Brest (France) - Geneva - Lille (France) - Maldives - Teheran - Roma (Italy) - Melbourne - Fiji - Tahiti - Philippines...

Parking: Sepadef Paris la Défense (France) - Paris Orly Airport (France) - Nice Airport (France) - Louvre Museum (France) - Monaco - Lyon Park Auto (France)...

### Waste & Water Utilities

The PcVue Solutions suite can be scaled to fit any size of water treatment facility or combination of utilities. The proven ability to operate over large networks with different types of communications gives us an advantageous position.

#### SOME REFERENCES

Waste Water Plants: Nice (France) - Istanbul (Turkey) - Florence (Italy) - Bastia (France) - Paris (France) - Richemont (France) - Cayenne (France) - North Luxembourg Water Syndicate - Estavayer Le Lac (Switzerland) - Bucharest (Romania)...

Water Distribution: Paris (Siaap) - Lyon (France) - Nice (France) - Shanghai (China) - Florence (Italy) - Taksetp (Algeria) - Lugano (Switzerland) - Pt Indomitra Aneka Abadi (Indonesia) - National Water Supply And Drainage Board (Sri Lanka)...

### Oil & Gas

We offer remote monitoring of the facilities over a large geographical area. The animated 3D mimic capability helps operators easily locate defective devices. Using PcVue will greatly improve the reliability and safety of installations by providing the right data to the right people at the right time.

#### SOME REFERENCES

Production: Sonangol (Angola) - Sonatrach (Algeria) - Total Balikpapan (Indonesia) - PTT Rayong (Thailand) - Tengiz Chevroil (Kazakhstan) - Ourhoud (Algeria)...

Pipeline & Metering: Botas (Turkey) - Trapil (France) - Gomel Transneft (Bielorussia) - Total GrandPuits Depot (France)...

Storage: KOC GC24 (Kuwait) - Shiraz & Bandar Imam Tank Management (Iran) - Total CLOV FPSO (Angola)...

# Our story

1981

## Birth of the company

ARC Informatique is created, settling down its HQ in Sèvres, in the Paris region of France.

1997

## PcVue® expands to Asia

ARC Informatique opens its **first office in Asia** : PcVue S.E.A Singapore is founded.

1998

## PcVue 32 bit version is released

2000

## ISO 9001 certification

ARC Informatique obtains the ISO 9001 certification. An institution that defines standards for quality management system. Present in more than 170 countries worldwide.

2000

## WebVue®

Release of the HMI web client WebVue, featuring in PcVue 7.0.

2003

## 5<sup>th</sup> agency in France

With the opening of the Aix-en-Provence office near Marseille, after Grenoble and Strasbourg, there is now 5 ARC Informatique agencies in France.

2004

## ISO 14001

Following ISO 9001, ARC gets the ISO 14001 certification. An insurance of **environmental efforts and awareness** within the company decisions.

2008

## Back to Europe, in Italy

Birth of PcVue Srl, with offices in Florence and Milan.

2009

## PcVue® 9.0 released

2010

## PcVue® Japan

Opening of a new branch in Nagoya City.

2013

## PcVue® 11

PcVue releases its 11th version which includes the **GEO Map Control** (geographic information system)

2015

PcVue receives a DNV Kema **Energy certification** for its IEC 61850 implementation

2015

## PcVue® in Chile

2019

## Release of PcVue® 12 Creation of the Russia branch

2017

## Creation of the Spain branch

To strengthen its presence in Spain, ARC opens PcVue Solutions SL (Representative)

1981

1998

2000

2004

2015

2019

TODAY

1992

1999

2002

2006

2016

2021

1985

## PcVue® DOS

PcVue **DOS** is released.

1991

## First International Office

Opening of the first international office in the **United Kingdoms** : PcVue Ltd is formed.

1992

## OS2 & Windows

PcVue arrives on OS2 and Windows with the release of PcVue 2/Windows.

1999

## Heading to America

PcVue explore new markets and opens PcVue Inc. in the US.

2001

## 10 000 licenses PcVue sold

2001

## Creation of the Malaysian branch

To strengthen its presence in Asia, ARC opens PcVue Malaysia (Representative).

2002

## ARC Introduces PlantVue®

PlantVue, an affordable standalone HMI software, is released.

2005

## PcVue branches out to Germany

2005

## Release of PcVue® 8.0

2006

## Settling down in China

After Singapore, PcVue arrives in Shanghai.

2006

Named most innovative company of the year by Mesures magazine.

2016

Winner of **Mesures Awards 2016** for Innovation for its PcVue Mobile Solutions

Winner of the **Kinetic Process Innovation Awards** for its contextual HMI/SCADA mobility  
PcVue is BTL listed for its **BACnet Advanced Workstation** (B-AWS). The product is recognized as a compliant B-AWS by the BACnet Testing Laboratory

2016

## First Middle East branch

**PcVue DMCC in Dubai** sees the light of the day. After multiple projects in the region the company decides to create its own branch.

2020

## Release of PcVue® 15

2021

## Opening new branch in India

## Our Customers (Voice)

Hundreds of sites are monitored and controlled by PcVue Solutions in a variety of industries...

“ Thanks to the flexibility provided by the PcVue suite we have been able to manage the integration of a very high number of different control systems in many different environments resulting in an homogeneous supervision of a huge number of real-time variables. ”

Javier Ontanon, Telecontrol Group  
Leader in Iberdrola Engineering &  
Construction

“ The architecture of PcVue was ideal for this application. We had multiple MOVs to control and by utilizing the Application Architect feature with symbols and branching, we were able to minimize both the configuration time and the possible points of human error on configuration. ”

Jeff Hutchings, responsible for SCADA  
integration on Pearl Harbor Naval  
Shipyard (Control of Dry Docks Flooding  
and De-watering)

“ In addition to various technical factors, we chose the PcVue software suite because of the relationship of trust we have maintained with Arc Informatique and because the cost of the licenses is economically suited to Veuve Clicquot's needs. Being able to supervise all our fermentation cellars from one place eliminates the need to drive to each cellar. The supervision system issues an alert if a serious temperature control issue crops up. PcVue supervisor has made our fermentation cellars smart. We can monitor every aspect of temperature control from just one place. ”

Stéphane Fournier, manager of SF2I,  
system integrator (Supervision of Veuve  
Clicquot Fermentation Process)

“ We selected ARC Informatique's PcVue because we appreciated that the system is really open. The openness is fundamental in our work as system integrators, because we can get inside the product to customize it and better use its capabilities, while exploiting the 50 years of experience that we acquired in the road industry. ”

Ciro Ascione PE, Systems Business Unit  
Manager at Gemmo S.p.A. (Lombardy  
Region Tunnel Management)

“ We first appreciated the ability of Arc Informatique to develop specific protocols, particularly for the CCTV. This enables us to interface with the network supervision PCs that have 'business' protocols and thus ensure the continuity of the installation. ”

Mr. Clarenne, Business Manager at  
Roiret Transport (Toulouse Tramway  
Application)

“ Having the freedom to access real-time system data from a mobile phone is a welcomed feature, which will get a lot of use from operators at NRRM. We have multiple mimics built in PcVue that facilitate the various exchanges between the operator and host. Graphically the mimics are the same as what would have been in FactoryLink. ”

Michael Ferguson, Electrical and  
Automation Specialist for the Northern  
Rockies Regional Municipality (Northern  
Rockies Regional Municipality Water and  
Wastewater Treatment)

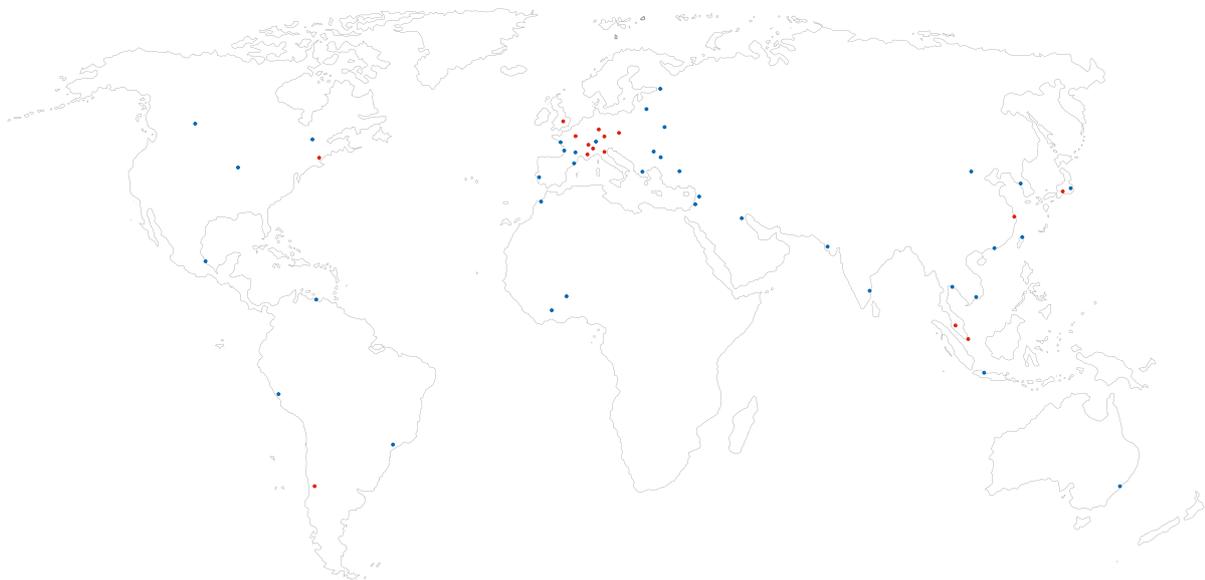


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