

**HDVC Live makes 2 way communications from field to office with both of video and voice for helping their fast and accurate understanding.**



## Senboku LNG Terminal II / Osaka Gas Co., Ltd

Installed System : HDVC Live

Period : 2019/03 Area : Osaka

**Issues :**

- There was difficulty in sharing / understanding real situation of the field with voice only communication.
- It took time to move around in a large premises in order to confirm the sites.
- Confirming the situation of the site with high-quality video was highly demanded.

**Solution :**

- Grasp the site situation accurately with high-quality images while staying in the control room.
- Realize efficient staffing by reducing the number of staff for site confirmation.
- Enable quick decision making with sharing high quality of video even in the event of disaster.

“ Since we can grasp the site situation with images even while staying in the office, it became possible to give accurate instructions and response to the situation occurring at the site. ”

Osaka Gas Co., Ltd  
Planning Team Senboku LNG Terminals LNG, Power & Engineering Business unit  
Mr. Yuta Nakai\* as of interviewed

### Back Ground

**Review communication method at Terminal**

Senboku Terminal II / Osaka Gas Co., Ltd is a plant factory producing public Gas made by Liquefied Natural Gas. It consists of two factories, the first factory and the second factory, located in the premises of 1.0mil.M<sup>2</sup> straddling in Sakai city and Takaishi city. Before, communication on the premises was done by voice call via PHS handy phone, so daily inspection report and response to troubles had been mainly done verbally, and in order to check the situation further, it was necessary for the staff to move widely to the site. In order to improve this situation, in their process of promoting the use of ICT devices such as smartphones, considered was the introduction of HDVC Live solution as a method to build smooth communication in their premises, which enables two-way communication with video and audio.

### Reason to choose

**Highly rated the excellent image quality of HDVC Live solution which clearly shows the scene**

Initially also it was considered to use of video call application on the smartphone for communication on their premises. However, the on-site video taken by a smartphone couldn't show the detail on the office display because of its low resolution. Therefore, they did pay attention to HDVC Live solution which can share high-quality images. During the POC at their fire drill, high praises expressed were "How the discharged water being flew was clearly saw" and "Letters on the whiteboard were clearly readable from a distance". By sharing high-quality images between the site and the office, with recognizing that daily inspection flow could be improved and it could be useful for dealing with troubles and disasters, introduction of HDVC live solution was decided. In addition, with introducing HDVC Mobile application on the same smartphone as well, this communication method was made redundant possible.

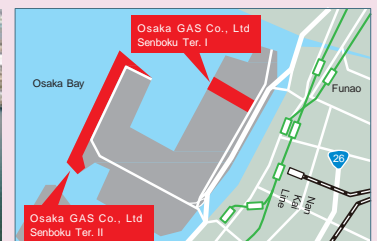
**Targeting to extend business globally "Total Energy Group"**

Osaka Gas Co., Ltd. has mainly developed gas supply business mainly in the Osaka and Kyoto region. In recent years, they have evolved into a "comprehensive energy company" that develops gas and electric power businesses in Japan and overseas, and expanding their business in areas such as material solutions, aiming to be a corporate group that meets the expectations of our customers and society.

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- URL <https://www.osakagas.co.jp/en/>



▲ Senboku Terminal I / II



## Positive points after installation

### Accurate response to the site by grasping its detailed situation even with staying in the office

At the second factory alone, facility inspection patrols are conducted 3 times a day in the north & south areas. Mr. Nakai, who is in charge of system construction, says "Even a report from the site like "water is leaking" is sometime difficult for the office to grasp what is happening there because the way of speaking and nuances differ depending on the person in the conventional voice call. When the staff in charge went the site to respond to the report, there were cases which urgency was actually low causing troublesome twice, or on the contrary, cases which urgency was high requiring urgent response and many of manpower. With HDVC Live solution, since we can grasp the situation with images while staying in the office, we can give accurate instructions and response to the troubles happening at the site. In addition, some cases require several minutes to the site, which leads us reduce unnecessary travel time."

### Various of valued usage such as sharing work progress and saving as reference materials

For such gas production plant test run, it was required for multiple staff members to present, but with HDVC Live solution, less people at the site are required and multiple people can confirm remotely from the office. The fact that we could reduce the number of staff presenting at the site is leading us optimizing staffing. In addition, for the work at heights where unskilled staff has difficulty to enter, we can dispatch skillful workers from partners to share images to the office via HDVC Live solution. We also assume to save these images by USB recording function of the HDVC main unit and to utilize them as reference/training material.

### Quick decision making and appropriate safe instruction during disaster with HDVC Live Video

There are fixed cameras placed at a high place outdoors to monitor the pipes and tanks. However, depending on the location of the disaster such as a fire, these location may become blind spots from the fixed cameras and it was difficult to grasp the disaster situation with images. However HDVC Live solution made it possible to flexibly shoot images of blind spots by staff members wearing wearable cameras and rushing to the site. During the disaster, response, instructions, and orders will be issued from the office to the site. With HDVC Live, he can check all of situation there at Real time and give direction. It becomes possible to acquire real-time video images of the sites situations that cannot be read by conventional voice communication alone so that we expect prompt decision-making and appropriate safe instructions and this lead us smooth disaster response.



▲ FZ-N1 and main unit of wearable camera



▲ Checking the site situation from the control room



▲ Wearable camera attached on the Helmet



▲ Check meter scale from control room

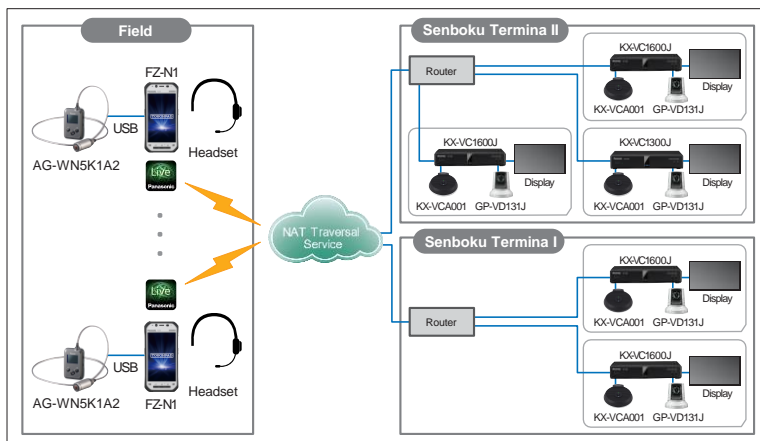


▲ Toughpad camera can share field video



▲ HDVC unit KX-VC1600J at control room

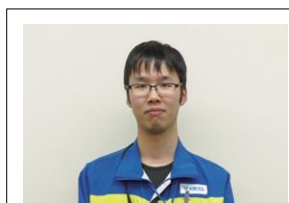
### System configuration



## Customer's Voice

### Building a safe and secure system using HDVC Live solution

Currently we utilized public network for HDVC Live solution. We are studying combination use of private 4G network and HDVC Live solution in the future. With using private 4G network, we can conduct our dedicated and secure network. It will be ready for huge disaster to utilize HDVC live even if public network is shut down.



Osaka Gas Co., Ltd  
LNG Power & Engineering Business Unit  
Senboku LNG Terminals  
Planning Teams  
Mr. Yuta Nakai

\*Belongings is as of interview

## Installed units

- HDVC main unit **KX-VC1600J** × 4 units
- HDVC main unit **KX-VC1300J** × 1 unit
- Wearable Camera **AG-WN5K1A2** × 12 units
- 4.7 inch Toughpad **FZ-N1JDPAAZJ** × 13 units
- HDVC boundary mic **KX-VCA001** × 5 units
- HDVC Camera **GP-VD131J** × 5 units
- HDVC Live for Android™ Activation key **KX-VCS710W** × 14 sets
- NAT traversal service for 1 year Activation Key **KX-VCS701W** × 5 sets
- HDVC mobile for 1 year Activation Key **KX-VCS711W** × 43 sets
- 4 Point Built-in MCU for KX-VC1600J Activation key **KX-VCS304W** × 2 sets

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HD Visual Communications System:  
<https://panasonic.net/cns/psn/products/hdvc/>