

# WHEN A ROUTINE PATCH BECOMES A CRITICAL RECOVERY

At a chemical plant, quarterly hotfixes and Microsoft security **patches aren't just routine, they're essential.** Staying current protects the Distributed Control System from performance issues and cybersecurity threats that could disrupt production and safety.

## WHEN TIME IS TIGHT, EXPERTISE MATTERS

While some customers handle patching themselves, most simply don't have the time or the margin for error. If something goes wrong, recovery takes even longer. At one plant in Upstate South Carolina, engineers rely on R.E. Mason's Lifecycle Services team to keep their DCS updated every quarter.

During a spring patch installation, the Proplus domain controller became corrupted. It wasn't a hiccup, it was a full stop. No engineering changes could be made until the domain was rebuilt. The plant's ability to respond and adapt was suddenly at risk.

### RAPID RESPONSE. RELENTLESS EXPERTISE.

With no access to make engineering changes, the clock started ticking. Every minute meant increased risk to operations, safety, and productivity. R.E. Mason's Lifecycle Services team mobilized immediately. Within hours, multiple specialists were onsite, working to restore the system. The skillset of the team greatly reduced the time taken to recover, and more importantly **eliminated any potential impact to production.**

### RELIABILITY ISN'T JUST A FEATURE, IT'S A PROMISE.

This story isn't about a patch, it's about partnership. The swift action and precise execution of the R.E. Mason Lifecycle Services team didn't just fix a problem; they safeguarded production, protected personnel, and preserved business continuity. And they did it all under the umbrella of proactive service planning.

### VALUE BEYOND THE PATCH

This wasn't just a technical fix, **it was a business-saving intervention.** And it was already paid for. Because the customer had invested in a Service Agreement, they....

- Received priority, immediate emergency services
- Avoided unplanned labor costs
- Prevented potential production losses from extended downtime

This represents a **cost savings of over \$50,000.** In short, they got peace of mind and protected their bottom line.