

UPTIME

Learn from the Machinery Industry

Increase uptime by enabling remote maintenance through Industry 4.0 solutions

INDUSTRY 4.0

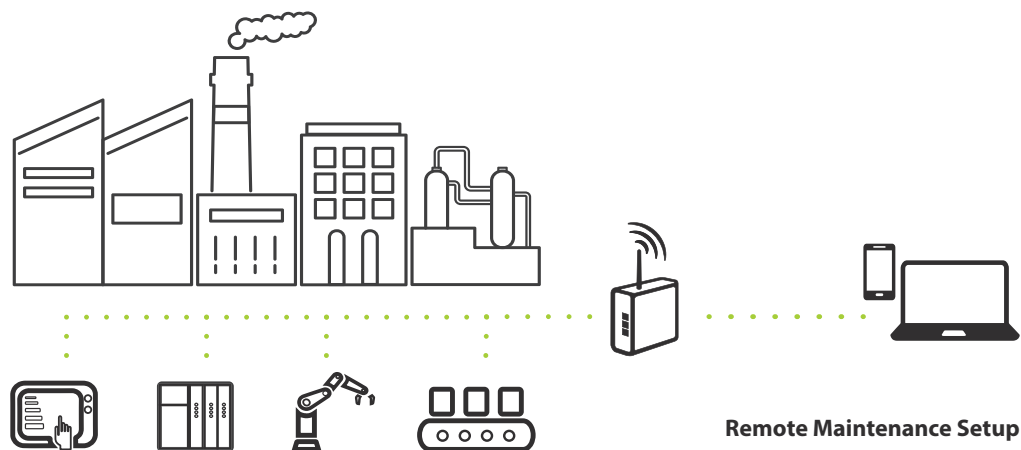
A MACHINE BUILDER'S PERSPECTIVE

The era of Industry 4.0 is underway and it's an exciting time for Machine Builders. For some, incorporating Industry 4.0 standards into their business model is still a logistical struggle, or not yet a priority. However, others are implementing changes preparing for a completely digitized and automated future – also known as the Industrial Internet of Things (IIoT).

IIoT utilizes technology innovations and interconnectivity enabled by the Internet to automate communication between industrial equipment and operating systems. IIoT creates efficiencies throughout the factory, transforming it into a smart factory; a fully connected and flexible system that drives manufacturing, maintenance, inventory tracking and digitization of operations.

ENABLE INDUSTRY 4.0 WITH REMOTE ACCESS

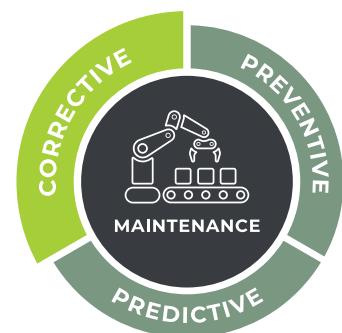
As the global IIoT market expands, estimated to reach approximately USD 750 billion by 2023, the demand for providing timely support to IIoT devices continues to surge. With production sites running 24/7, issues can arise from anywhere, at any time. Machine Builders need effective and secure solutions to access and monitor machines at field sites instantly. Remote maintenance is the key to achieve that. The technology allows IP enabled devices to communicate with each other remotely over the internet, just as if the devices were connected on the same physical network.



To cover all aspects of remote maintenance you need to provide **corrective**, **preventive** and **predictive maintenance** capabilities. In this paper, you will learn more about corrective maintenance also known as remote access.

With remote access you can access, monitor and maintain machines at your customer's production sites.

Performing maintenance remotely results in **efficient customer service**, **lower maintenance costs**, and most importantly **increased uptime**.



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Learn from 6 concrete examples how Machine Builders achieve impressive results using remote maintenance:

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24/7 ACCESS TO MACHINES



The challenge

Argutec used to travel to various installations to carry out, control and fine-tune production planning. Engineers were often faced with production schedules running outside of work hours, making it difficult and sometimes even impossible to access factories. Furthermore, there was a need for emergency interventions at customers' sites, which was often a challenge due to travel time.

The solution

Secomea's Remote Access solved these challenges. Today, Argutec can remotely access all production equipment 24/7 without engineers spending time and resources to access machinery outside work hours. Maintenance and control are now centralized, and interventions are carried out quickly leading to rapid response times and happy customers.



**Do you also want 24/7 access to customers' production sites?
Contact us and learn more.**

REDUCED TRAVEL COST



The challenge

Applied Automation exports machines all over the world and has been burdened with high transport costs and travel time supporting customers on-site. To reduce expenses and save time, Applied Automation implemented Secomea Remote Access.

The solution

Secomea SiteManagers have been fitted to each machine, saving time and resources spent on flights to Europe, China and the UK. The company's engineers now connect remotely using remote access for ongoing software updates and resolving operational issues on-site.

“

Removing the need to travel to the customer's site is a huge benefit for us. Connecting remotely saves significant time and money especially for those ongoing programme updates and the customer gets a more instant response.

- Ian Jacob, Engineering Director at Applied Automation

Do you also want to reduce travel costs when supporting customers on-site?
Contact us and learn more.

1ST CLASS CUSTOMER SERVICE



The challenge

MacArtney is a global supplier of turnkey renewable energy solutions. MacArtney aspired to provide its customers with responsive high-quality service, which was a challenge due to time-consuming on-site visits.

The solution

MacArtney installed Secomea Remote Access and is now providing 1st class customer service with immediate response time. By using the Secomea solution, MacArtney equips their specialists with remote access to troubleshoot and adjust issues on machines that otherwise would require travel to the site. This promotes optimization of MacArtney's technical resources and saves their customers considerable costs.



The Secomea solution allows us to fulfill our ambition to provide fast and timely quality service. The Secomea solution's ease of setup and use, combined with Secomea's excellent support, means that we can keep full focus on the customer's issue

- Carsten Givskov, Software Engineer at MacArtney.

Do you also want to offer 1st class customer service?
Contact us and learn more.

SIMPLE AND EFFICIENT WORKFLOWS

CONSOLIS

PARMA

The challenge

Consolis Parma is the largest manufacturer of concrete elements in Finland and a market leader in the industry. As the organization works with a number of automation devices as well as widely distributed subcontractors, it was important for Parma to find a remote access system that would create simple and efficient workflows.

The solution

Consolis Parma is now using Secomea Remote Access to centralize maintenance and remote control of automation devices located in different factories.

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Secomea is an easy solution for a remote user. Secomea's GateManager control makes it easier to conduct the maintenance in every facility. All devices and remote users are defined in the GateManager so that workers don't need to remember remote connection settings on each device separately.

Tomi Airo, Chief Information Officer in Consolis Parma.

Do you also want simple and efficient workflows with remote access?
Contact us and learn more.

HIGHEST LEVEL OF SECURITY

SYNTEGON

The challenge

Manufacturing and selling tablet presses and coaters with lifetime support requires an intense focus on aftersales activities and total costs of service. Syntegon, formerly Bosch Packaging Technology, wanted to optimize the provisions of their aftermarket offerings with a real-time remote access solution, with security as number one priority

The solution

Syntegon is now using Secomea Remote Access to establish a secure and reliable remote connection to customers' installation sites to provide immediate support based on real-time data from machines. Syntegon is not only providing high-level security, but also proactive customer support that minimizes unexpected, costly downtime.

As Syntegon and Secomea both prioritize security, a remote access solution from Secomea was the obvious choice.



Do you also want a secure and easy-to-use remote access solution?
Contact us and learn more.

OPTIMIZED PRODUCTIVITY



The challenge

Sysadvance had no way of communicating with its global network of gas generators and purification plants, as many units were in remote and inaccessible locations with no direct communication. Additionally, the company could not prove to its customers that their gas equipment was working as promised, achieving the advertised output. As the number of operational units increased, Sysadvance's monitoring and maintenance challenges became more pressing.

The solution

Sysadvance installed a Secomea LogTunnel and now sends monthly reports to all customers with full details of production, savings, downtime, and efficiency. Customers are now assured that their gas generators and purifiers are performing optimally. If a unit underperforms, Sysadvance can spot the decline as it happens, and rectify immediately.

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Having all this data of our units in different scenarios helps us to optimize, even more, the technology and predict component failure. All this infrastructure helps us see the big picture.

- Tiago Vilas Boas, Instrumentation & Control Engineer in Sysadvance.

**Do you also want to increase productivity with remote access?
Contact us and learn more.**

SECURITY IS FIRST PRIORITY

Secure communication made easy

Remote maintenance is proven to be beneficial for Machine Builders all over the world and increases uptime for customers. However, an IIoT infrastructure with vast variety of interconnected devices is complex and security has never been more important. Thus, Machine Builders need to provide remote maintenance with highest level of security while maintaining scalability and ease of use.

Secomea is a world leader in IIoT remote access, used by Machine Builders and Factory Owners globally. We are known in the industry for our robust remote maintenance platform that allows machine administrators to perform all aspects of remote maintenance with one simple and secure solution, including remote access and data collection. Our solution is designed to enable Machine Builders to implement Industry 4.0, offer 1st class customer service and increase uptime for customers.

Security is our top priority and we believe that the simpler the solution, the more likely it is to be utilized as intended, keeping your operations secure.

Secomea – Secure Communication Made Easy.



SiteManager 35-series

GET STARTED WITH REMOTE MAINTENANCE

Be ready for anything.
Contact us for further information.



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