EMDE
Automation

We understand bulk!

We keep you running - online!

Electrical troubleshooting via remote maintenance

Help-Desk Service:
- Cut costs
- State-of-the-art security
- Fast response time

Eckdaten:
- VPN security model SSL / TLS
- IPSec ESP-protocol
- Remote maintenance

You're in control!

Due to the current situation, in the event of an electrical fault it is becoming more and more complicated to be able to help you directly on site. Therefore, we would like to offer you a solution with which we can also support you remotely and repair electronic faults. Furthermore, you can reduce downtime and costs with this remote maintenance system.

With our remote maintenance system you receive a suitable solution for your machine(s) which is state-of-the-art in safety engineering. In the event of a fault, please contact our HelpDesk, which will record and process your problem. For this you will be asked to activate the remote maintenance on your system and to release the VPN tunnel. Only then can we access your system via remote maintenance and check the cause of the fault with your specialist on site. As soon as the work is completed, disconnect the VPN connection and the VPN tunnel is closed.

Our partner's VPN security model is based on SSL / TLS encryption for session authentication and the IPSec ESP protocol for secure tunnel transport via UDP. It supports the X509 PKI (Public Key Infrastructure) for session authentication, the TLS protocol for „key exchange", the cipher-independent EVP interface (DES 3DES, AES, BF) for data tunnel encryption and the HMAC-SHA1 algorithm for authentication for data tunneling.

Product features

- Shorter downtimes in the event of malfunctions
- Reduces troubleshooting costs
- Worldwide application possibilities
- High flexibility due to different configurations
- Can also be deployed at locations without a direct Internet connection
- Simple and quick installation
- Widespread acceptance in the industry
- Minor parameter adjustments in the control possible without on-site appointment
- Secure application due to state-of-the-art technology
- Live monitoring of machines via smart phone or tablet for operators

EMDE remote maintenance package

Conversion package for your control for one system consisting of:

- 1 x industrial router for internet access via company LAN, WLAN or mobile radio
- 1 set of cables for internal control cabinet wiring
- 1 x mounting plate for fixing in the control cabinet

One year contract (duration 12 months) for remote maintenance via our HelpDesk incl. 15 hours support for use within one year. Please note that the installation is offered separately and is not included in this package.

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