

Remote Service.

Get your plant ready for the future.

The Internet of Things (IoT) is merging the virtual world of information technology (IT) and the physical world of industrial equipment at a high pace. Syntegon Technology actively pushes this integration in the process and packaging industry with new solutions.

Fast and efficient thanks to Remote Service

Remote Service stands for fast and efficient service support. Faults can be corrected before they result in extensive production interruptions. This minimizes unexpected downtime and saves time and money.

Remote Service includes:

- ❑ Remote diagnosis
- ❑ Remote administration
- ❑ Installation of software updates
- ❑ Software and parameter backup
- ❑ Review of machine settings
- ❑ Support of on-site troubleshooting

The basis of this service is a remote service agreement, tailored to your needs.

Your benefits

- ❑ Reduce unexpected downtime
- ❑ No travel time and expenses
- ❑ Fast reaction times
- ❑ Increased availability and profitability
- ❑ Quick access to Syntegon expert knowledge

Safe basis: the Remote Service Portal.

Remote Service by Syntegon Technology is based on the Remote Service Portal. State-of-the-art communication technologies form the backbone of the portal.

How does it work?

The Remote Service Portal establishes a connection between your machine and our experts. This way the experts are able to quickly gain an overview of the machine status. The data connection can be set-up to most control components such as PLC, Motion Controller or HMI (Human Machine Interface).

The Remote Service Portal supports multiple protocols and technologies such as soft VPN or secure routers. Thus, different machines of various generations can be integrated. With our new image exchange application, images and short videos can be exchanged with Syntegon to improve communication.

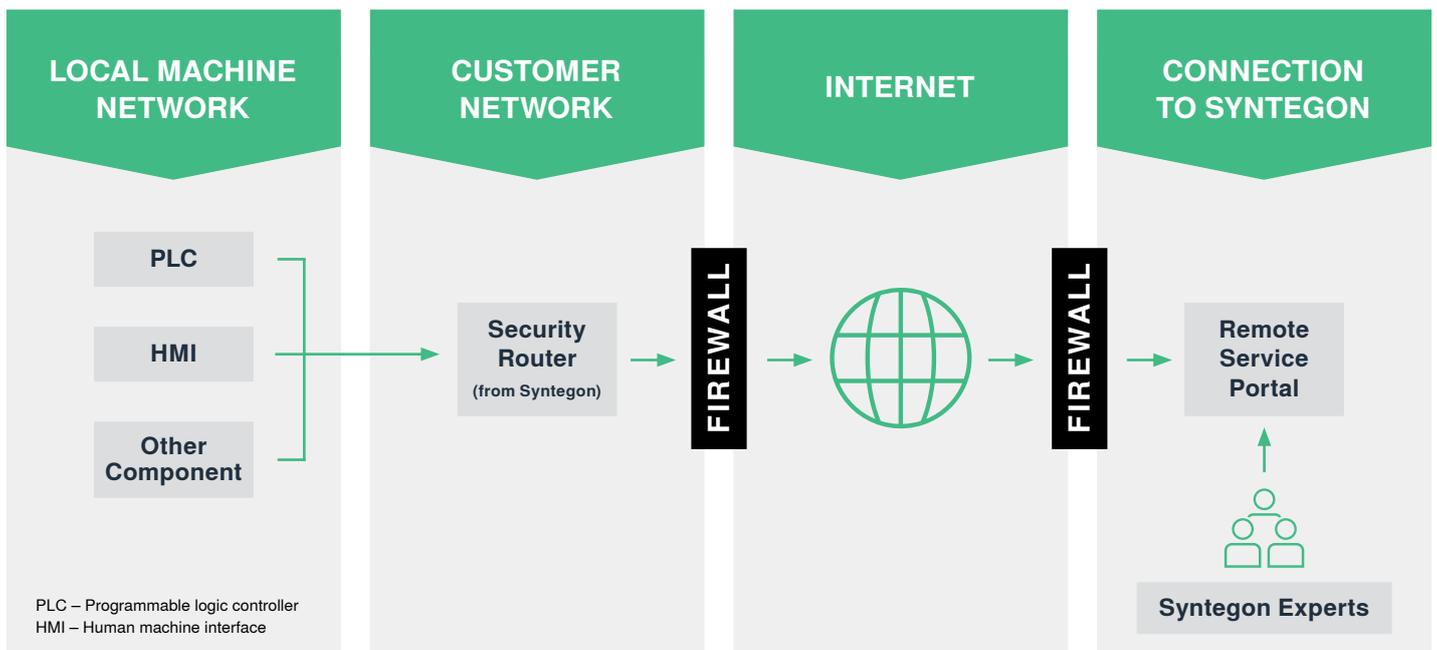
Play it safe

When it comes to remote services, data security and privacy are of the utmost importance. The portal is equipped with a broad range of security features meeting highest standards:

- ❑ Secure VPN connection
- ❑ Certificate based encryption
- ❑ Full access control for the customer to actively enable/disable the remote connection
- ❑ Restricted access only for authorized, trained personnel in the Syntegon company network
- ❑ Secure, zoned server infrastructure, hosted by Syntegon in Germany

Your benefits

- ❑ Remote support for several machine generations
- ❑ Secure data connection according to Syntegon security standards
- ❑ One remote service platform for all machine types



You will find your local partner at

<https://www.syntegon.com/company/contact/your-syntegon-contact-service>