Customer:	Cofresco
Country:	Germany
Solution:	Remote Access

Benefits

○ Allow secure and efficient remote support from equipment suppliers

○ End the chaos by standardizing to one remote connectivity solution

○ Comply with IT security policies, while keeping the instalation easy

"We have found the ideal company standard in Ewon & Talk2M and do not wish to pass on the numerous options offered by this industrial router"

Friedrich Niedernolte,
- Cofresco

Cofresco remote maintenance with Ewon

The leader manufacturer of home solutions for the fresh keeping and storage of food, Cofresco, is constantly developing new products solutions and new complex automation for the household. Cofresco Europa manufactures film products mainly for Toppits, Albal, Glad, Handy Bag and PrimaPackamong amoung others
Cofresco implemented a remote maintenance structure for each of its supplier in order to be able to find them virtual
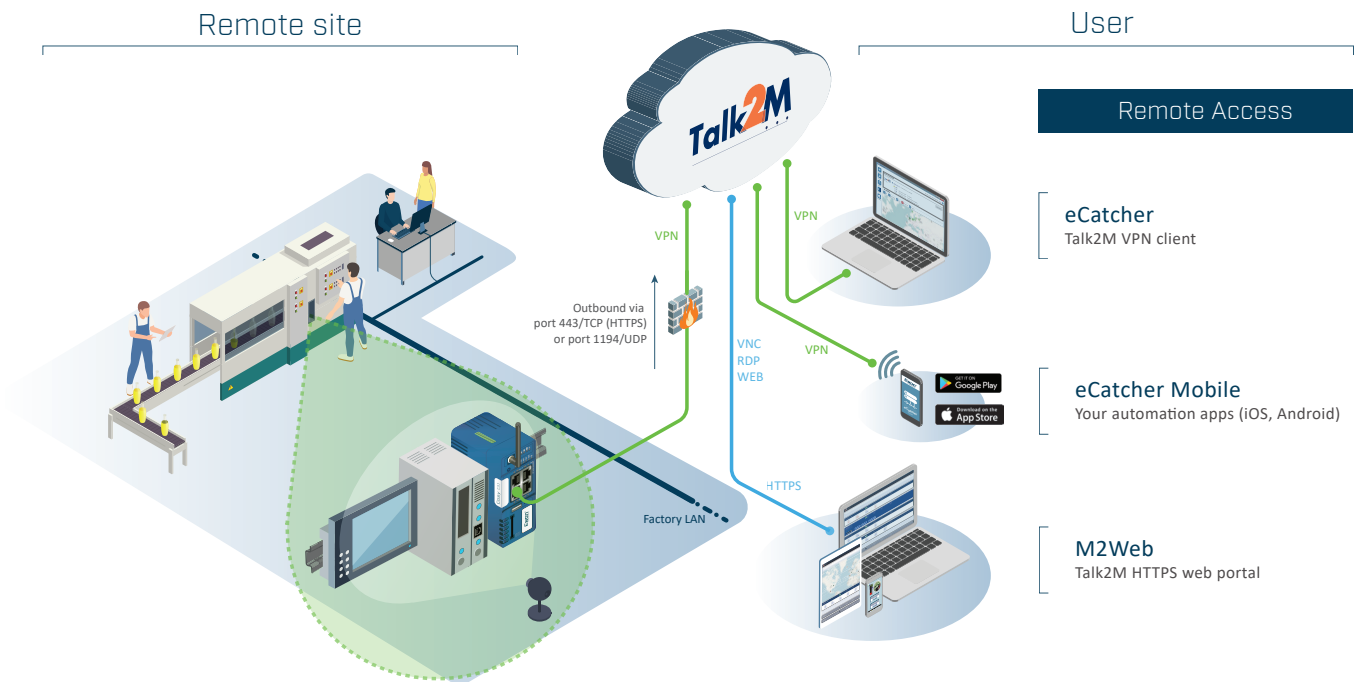
Control machines start-up

« It is really important to us, especially in the start-up phase », stresses Friedrich Niedernolte. « It takes a while before a new machine is properly up and running. As many plant engineers buy in programming from outside, the programmer is often already working on the next project and in the worst case scenario somewhere abroad. If we then need to make adjustments, it is very difficult to do this in the short term without remote maintenance.

Interface standardization

As many engineering companies have their remote maintenance system, the company wanted to uniform this structure in a standard one in order to avoid errors due to the multiple VPN certificates. This standardisation could also bring a more simple and unique interface, facilitating the use for the employees. « The handling is also different in each case and our employees have to get used to completely different user interfaces. We wanted to put an end to this chaos », adds Friedrich Niedernolte. After a period of search, the company chose Ewon remote maintenance router in conjunction with the Talk2M online service portal.

Secure process

« In our company, we have strict security guidelines for IT which are revised on a regular basis » explains an IT expert. « We do not want to give anyone access to our network and would rather look after everything ourselves. This is no problem with the Ewon routers. We configure the system once, create a virtual network with a single access point through the firewall and thus have sufficient capacity for our systems. If another one is added, it is integrated via a switch and the job is done within five minutes », explains the IT expert.

Remote site — *User*

Talk2M

Remote Access

- eCatcher — Talk2M VPN client
- eCatcher Mobile — Your automation apps (iOS, Android)
- M2Web — Talk2M HTTPS web portal

Outbound via port 443/TCP (HTTPS) or port 1194/UDP

VNC RDP WEB

VPN / HTTPS / Factory LAN

Cofresco implemented a remote maintenance structure for each supplier in order to be able to find them virtually.
After a period of search, the company chose Ewon remote maintenance router in conjunction with the Talk2M online service portal.

Multiple features

Most importantly, Ewon routers are fully robust and suited to industrial use.
The Ewon system can incorporates a camera which points directly at the connected PLC so it is possible to see remotely if variables are correctly adjusted.

Talk2M

« Before we changed our delivery terms, we had a case where a supplier had not planned for remote maintenance and the relevant gateway was not there», explains Friedrich Niedernolte. « But with the Plug'n'Route option from Ewon, it was still no problem as the eCatcher commissioning assistant can read

all addresses. This means that the controllers from all conventional manufacturers can be maintained remotely - even if they were not specifically designed for this purpose in the first place. Access can also be configured ea sily via a smartphone or tablet.»

The access to both the Talk2M server and the relevant Ewon rout er is protected by access data such as account, user and password. If a camera is connected, access to this is secured separately.

« We have found the ideal company standard in Ewon & Talk2M and do not wish to pass on the numerous options offered by this industrial router », reports Friedrich Niedernolte in summary.

Learn more on www.ewon.biz

The Ewon Cosy is an industrial VPN gateway designed to offer easy remote access, across the Internet, to machines and installations on customer sites or in the field. OEMs and System Integrators can troubleshoot machines remotely without going on site, drastically reducing support costs.

HMS