



## Case Study: Revitalizing Water

Customer: Fournier Industries

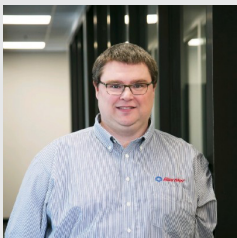
Country: Canada

Solution: Industrial remote access



### Benefits

- Designed for a quick deployment and successful connectivity.
- The Cosy+ includes the Talk2m industrial cloud service, as well as its desktop, mobile and web clients.
- Integrates an unprecedented level of hardware security, making it perfectly future-proof.



*"HMS offered us great service and support!"*

**- Marc-André Turgeon**

Project Manager at Fournier

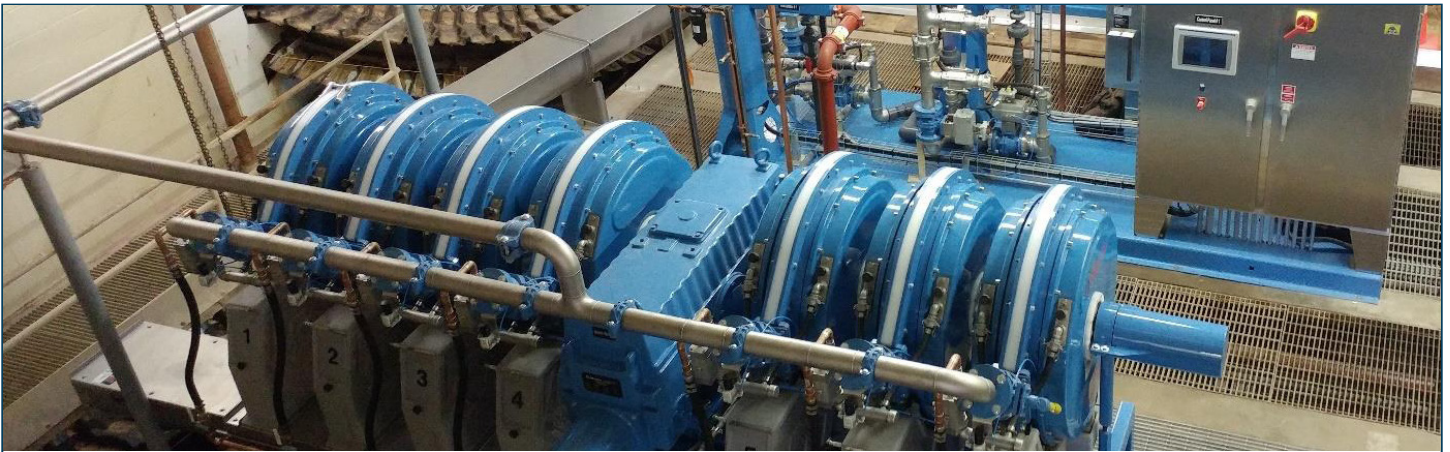
## Unlocking the digital doorway: empowering customers with virtual assistance!

Fournier Industries Group is a specialized team which operates in water treatment, mining, aluminum smelters, hydroelectric rehabilitation and in heavy industrial markets. Fournier Group is well established and is recognized for its quality by developing and marketing embedded solutions, high-performance and value-added products that meet the operational needs and development projects of its clients in the renovation and rehabilitation of water treatment plants.

## Remote-ly possible: The Cosy+

Fournier was actively seeking a high-quality HMS solution to meet their evolving needs. By leveraging these advanced products, Fournier aimed to empower their workforce, streamline processes, and stay ahead in an increasingly digital landscape by including the Ewon Cosy+ into their work. With the ability to efficiently manage systems from a distance, and allows individuals the freedom to access their personal devices and data regardless of their location.

*"What I like about Ewon is its compatibility with any manufacturers (Allen Bradley, Siemens, Schneider Electric, GE...) which allows us to use the same solution for all of our projects that require a remote access."*



*"I like Ewon because all that is needed from ours customers is a simple internet connection plugged in to the Ewon and, I can help them troubleshoot their equipment, anywhere they are around the world."*

## Unleashing growth horizons

Harnessing the power of the Cosy+, HMS Networks has proven to be a game-changer in boosting profitability across various fronts. The myriad benefits include substantial time and cost savings allows Fournier Industries to transcend physical limitations and provide remote assistance to their customers, circumventing the need for in-person visits. Moreover, with the ability to swiftly access a wealth of information, Fournier now promptly can address customer inquiries, ensuring prompt and valuable responses that leave a lasting positive impact. The utilization of HMS products has not only been instrumental in strengthening profitability but has also facilitated market expansion by eliminating the need for time-consuming travel when addressing customer issues.

By leveraging these innovative solutions, Fournier has effectively minimized the constraints of physical presence, enabling them to assist customers remotely, swiftly, and efficiently. This streamlined approach has not only saved valuable time but has also broadened their reach in the market, allowing them to cater to a wider customer base and seize new market opportunities.



*"With the Ewon solution, I can use the Ecatcher mobile app and use my phone or tablet to visualize any remote HMI through a simple VNC viewer."*



## Learn more on [www.ewon.biz](http://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.

