VIDEO

Easily customize: The dashboards in the Remote Access Platform **support users in efficient remote access** and are clearly organized.

Next Generation Remote Access

Big Data in the Cloud: Secure remote access to systems and machines is made possible with the Remote Access Platform – or RAP – from SIGMATEK. This web-based cloud platform not only stands for secure remote access, it also ensures efficient operation and targeted cost reduction completely in line with digitalization concepts – and is now even smarter.

Remotely access machines and systems from anywhere in the world? With the Remote-Access Platform or RAP for short, SIGMATEK has long provided a secure web-based-remote service option. Whether it is used for monitoring, remote maintenance, debugging or the initial-start-up plays no role. Software updates or data insights can also be made using the Cloud Platform, which provides-secure access (VPN) 24/7. This enables manufacturers to greatly maximize the efficiency of their machines and-systems. In the new version of the browser-based remote-solution, an even higher focus was placed on the user's needs. With a modern graphical user interface, improved user management, as well as the option for two-factor authentication, it is even more flexible and intuitive. For Karl-Baldauf, Applications Team Leader at SIGMATEK, it is important to clearly show how "little" is required for its use. He explains: "To use our RAP, all you need is a browser. The-cloud platform is browser-based, so there is no extra software to install, it is accessible on nearly any end device. With the free SIGMATEK Connect App, access is also possible using a smartphone and/or tablet."

The features at a glance:

- Secure VPN connection to machines/systems
- Direct access to the machine visualization over a VNC or webserver
- Track machine data in real time on clearly organized dashboards
- Data connection via OPC UA and Modbus/TCP
- Cloud Logging: Display recorded data on individual machine pages
- Comfortably create and analyze data reports with predefined templates
- Cloud Notify: Push-messages with real-time updates via important machine warnings, alarms or events
- Comprehensive management of user and access rights with the option for two-factor authentication

Easily Create Dashboards

On the clearly organized operating interface, the user can easily create personalized dashboards and machine pages – and that for various machine types, groups, customers and users. In the new "live view", the actual status of individual machines is visible. Machine cards, which "are similar to quartet cards" according to Baldauf, provide a quick overview of all devices and can be individually designed. The visualization of the connected machines can be operated over VNC or a web server. The application thus appears "as if you were directly on-site", adds the expert.

Router or Software Solution

The connection to the RAP can be made through a Router (Ethernet, 4G or Wi-Fi) using a Plug & Play solution or via SIGMATEK CPUs with the Remote Access Embedded operating system expansion. For mobile access, the SIGMATEK Connect App is available.

How is the Embedded Remote Access implemented? Baldauf explains: "Remote Access Embedded "RAE 100" is a pure software solution, which means the router is completely embedded in the software and can be simply installed as an "AddOn" in the Sigmatek control."

This makes Remote Access as a software solution especially interesting for serial machine manufacturing. Baldauf continues: "The AddOn can be provided with the control as a standard feature, it is then paid starting from the time point at which the end customer activates the remote maintenance. Therefore, the machine manufacturer can act with foresight and offer an added value on demand.

Deep Machine Insights Possible

Messages and alarms can also be configured via Cloud Notify and with Cloud Logging, the user is provided with deep insights into the machine. The data or reports can be exported for further processing. Important relationships between process data can be gained.

With the SIGMATEK Connect App, machines and systems can be **comfortably monitored and serviced from anywhere** via smartphone or tablet.

Focus on Usability

One could therefore assume that RAP is optimally suited for use by machine builders, precisely because they can easily implement services such as remote maintenance and predictive maintenance as a result. Karl Baldauf confirms this statement and expands further: "We focused greatly on usability to make remote access via our RAP simple and efficient. The graphical interface, with various display formats and dashboards that can be individually configured, generates enthusiasm among users. Machine manufacturers can grant their customers different rights. For this purpose, user-role management is integrated to enable various rights for them. This includes access to the visualization over VNC in read mode or for software updates over VPN in another mode. As previously mentioned, process-relevant data can be accessed via the Cloud Logging function. This allows the full potential of predictive maintenance to be utilized. Analyses of the total system effectivity (OEE) can also be performed." So nothing stands in the way of continuing digitization.

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> **Karl Baldauf, Team Leader at Sigmatek**