

# REMOTE EQUIPMENT ACCESS: OPTIONS ANALYSIS



## Providing Safe and Secure Remote Equipment Access

### THE CHALLENGE

A common understanding among CPGs, OEMs and service providers of the pros and cons of remote equipment access industry methodologies.

### THE SOLUTION

A discussion tool for enabling safe and secure remote equipment diagnostics by the suppliers of current and future operating equipment in CPG manufacturing plants.



### What is Onsite Technician Access?

A service visit where an OEM, integrator or third-party technical expert comes to the customer's facility for direct access to a piece of equipment.

## 5 REMOTE EQUIPMENT ACCESS ALTERNATIVES TO ONSITE TECHNICIANS

*Evaluated by skills required, costs, reliability and security.*



### Cell Modem Access

The OEM provides a device that has cellular WIFI, or the customer's OT team turns on their phone with WIFI to enable an external connection to the desired network.



### Direct VPN

Customer's firewall requires permission by the customer to the OEM for access to the desired network.



### Converged Network

Customer's firewall plus a second secure switch requires permission granted by the customer to the OEM for access to the desired network.



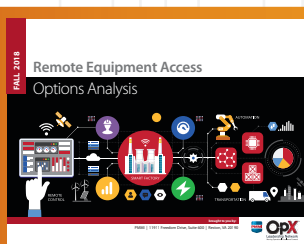
### Black Box

The OEM provides a device which acts as a temporary secure VPN tunnel through the customer's firewall to the desired network.



### External Managed Secure Network

The OEM provides a third-party cloud service and device that acts as a permanent secure VPN tunnel through the customer's firewall with software features that allow customers to give individual access to certain sections of the desired network.



### SUPPORT A SECURE CONNECTION

Download the Remote Equipment Access Options Analysis and find out how to connect with the OpX Leadership Network at industry events by visiting [OpXLeadershipNetwork.org](http://OpXLeadershipNetwork.org).

Find the OpX Leadership Network group on [LinkedIn](https://www.linkedin.com/company/opx-leadership-network)