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.

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.

Find the OpX Leadership Network group on LinkedIn.