The ideal solution for a **Packaging Machinery Builder**

control design READERS' CHOICE AWARDS
#1 choice
in Remote Access

As a packaging machinery professional, you face a unique set of issues. You stand square-shouldered against a raging need for greater speed, instant flexibility of setup and the ever-present demand for continuous error-free uptime. Without even realizing the situation, you and your colleagues have long been on the vanguard of mechatronic and automation technology adoption. At the same time, your customers – the people you strive to satisfy - often do not possess a high level of tech savvy. This lack of expertise at remote customer sites creates issues for both you and your customer.

eWON has an answer to each of these many industry concerns

Remote access to remote customer installations improves productivity

Even in the most local of customer situations, there is a time lapse between the occurece of an issue and technical assistance. Those assigned to assisting customers often have other responsibilities and other customers to assist. Customers report that a 2-3 hour wait is typical. When the machine is more than a hundred miles away, it might be down for a full day while the technician arranges the travel and logistics required to make the trip. If the equipment is a continent away, that time is measured in weeks. Throughout this period, the machine is out of commission.

The engineers and techs who provide this service often make comments like this one from a carton machine builder,

"I spend six hours traveling through airports and rental car stands only to discover the issue requires a ten-minute fix."

What would have happened if eWON's remote access technology had been used? Lost time would have been measured in minutes instead of days and hours.

Since your machines often fall at the "end of the line," machine down situations are very expensive to the customer. In the case of instances where you are providing packaging to customers dealing with perishable products, like the vegetable, fruit or diary industries, the loss is even more devastating.

As you have probably noted during your last visit to Anuga Foodtech or PackExpo, remote access is not a risky deal. Whether you are creating high speed bottle fillers, or labelers, which are found mid-stream in your customer's facility or the palletizer at the end of the line, remote access becomes a major advantage to the customer and a selling point for new machinery.

Remote connectivity improves internal efficiency

value for eWON remote access doesn't just fall with the customer; it's good business for the packaging machinery builder as well. Let's explore this in depth. Your new machines come with a warranty either implied or real. During this time period, trips to the customer location fall largely on the shoulders of your company.

Factoring in just the cost of travel, hotels and living expenses on each of these trips, the charge can easily exceed $2,000-3,000. One company, with deep suited expertise in the bag and carton filling arena, who documents the cost of each of their trips said this:

"In the pre-eWON days, most of these would have required one of our team to book an expensive last-minute flight, rent a car, get a hotel room, and buy meals. The list of expenses goes on and on. We believe a good many of these trips would have approached the $5,000 point if it weren't for our eWON strategy."

The dollars outlined above are only hard costs. What's missing is the lost time associated your technical staff being away from their desk and their backlog of ongoing projects. Looking at the demographics, many packaging machine builders are small family run businesses. When your lead engineer is sitting on a plane or waiting around the airport, work is essentially on hold. As one wrapping machine maker told us, this means a key management team member is delegated for the trip and important decisions are delayed. Even with larger organizations, skilled automation professionals are scarce. In countless interviews with department heads, we find "open recs" for the right kind of people. Regardless of company size, travel time impacts efficiency.

eWON and remote connectivity opens the door to new business models

Candid conversations at PackExpo, ProFood Tech and other industry gatherings reveal many in your industry have a keen interest in offering extended warranties and long-term support agreements. This strategy creates customer intimacy and positions the machine builder for a whole new revenue stream. Remote monitoring allows the packaging machine supplier to monitor the operation, speeds and utilization of equipment on an ongoing basis.

As a packing professional, you will like the new features available in the eWON Cosy. Besides being able to call up the PLC employed at the center of your machine, the unit is able generate email and SMS messages back to you and key customer personnel when selected machine parameters fall outside their normal operation. This puts an entirely proactive spin on downtime avoidance. In a world where downtime runs into the thousands of dollars per hour, this information carries major value to your customers.

eWON answers the key concerns tied to remote access and IIoT issues

Whenever the discussion on internet connectivity in the world of automation comes up, there are three main concerns: security, ease of application and scalability. eWON has the answers.

Security - In a world where hacking, industrial espionage

and other malicious behavior runs wild, security of data is the foremost concern. eWON products employ a sophisticated "defense-in-depth" approach based on guidelines set forth by ISO27002, IEC 62443-2-4 and NIST Cyber security Framework 1.0 and other industry best practices. This managed, hybrid, layered cyber security approach protects customers' very important industrial systems.

While everyone "talks a good cyber security game," eWON goes above and beyond. eWON is certified and follows the guidelines laid down by ISO 27001 (formally known as ISO/IEC 27001:2005), which is a specification for information security management systems (ISMS). It serves as a framework of policies and procedures that includes all legal, physical and technical controls involved in an organization's information risk management processes. Since this is very important, eWON has selected to have their work tested and STAR (Security Test Audit Report) certified. Talk2M, the free cloud-based software provided by eWON, is regularly tested by a third party to ensure a high level of security to their platform. Your customers feel more confident because eWON is the only organization in your industry providing this extra level of safety and security.

Ease of application – eWON devices are extremely simple to use. As a matter of fact, most of your colleagues report their first time set up taking less than 10 minutes. The plug'n route feature allows you to connect to any Ethernet device without the need to configure its default gateway or stop the machine during deployment. Subsequent connections require only a matter of seconds.

What's more the Cosy product comes in a broad array of communication options. While most select the LAN option, you probably have a customer or two without convenient LAN/WAN connectivity. This is not a problem: The Cosy offers the option to work via WiFi, 3G and 4G (North American and European) connectivity. Your configuration will be the same, easy and straight forward.

Scalability – Tools provided with eWON's free Talk2M infrastructure allow an engineer to quickly connect to and manage many automation devices in the field. Advanced versions of Talk2M allow for easy collaboration and management of various machines on factory floors, anywhere in the world. Extending further, eWON allows engineers the option of programming via computer, tablet, smart phone or mobile device. This feature alone opens the doors to quick system checks from office, home or even while watching the kids play soccer.

eWON provides more options because it is automation supplier agnostic

Let's face it, many of your customers have strong loyalty to PLC brands. If you do business internationally or even sell to multinational companies, you have most likely already discovered the brand of choice seems to vary by country. For instance, Rockwell Automation PLCs are very popular in the U.S., and Siemens has a similar following in Germany. All good, but your machines may require speed, integrated motion and other features which require selecting yet another PLC maker. No problem. eWON products are not brand sensitive. You can remotely work on any Ethernet compatible automation system regardless of brand and or functionality.

But the connectivity is not just about PLCs. Many packaging machinery builders have deployed machine vision systems for inspection and quality control, collaborative robots, webcams for troubleshooting mechanical operations and a host of other devices tied to their unique designs. With this flexibility, your options for improving machine functionality are limitless.

Reviewing eWON's unique set of features

- Provides users with an un-paralleled level of cyber security
- Allows engineers to diagnose and solve customer problem, without travel
- Enables your team to spend more time with their families because they won't be traveling
- Creates connectivity to all brands and types of PLCs and other automation equipment
- Saves your company massive amounts of money in travel costs – thousands of dollars

Thanks to our worldwide VPN infrastructure Machine Builders can troubleshoot machines remotely without going on-site, drastically reducing support costs, improving customer responsiveness, and increasing machine up-time.

For more information about HMS Industrial Neworks products please visit **www.ewon.biz** or contact our distributor in Denmark:

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