Life Sciences OEM
Secures Remote Connectivity Without Complex Infrastructure

" When a customer has an issue, I can activate a Moxa Remote Connect (MRC) Gateway with one click rather than someone getting on a plane and going to the customer site. With MRC, it is like the remote device is in the same room, so I tell the customer just give us an Ethernet connection and we will take care of the rest!"

Senior Engineer
Life Sciences OEM

With one click, engineers with little or no IT expertise can access plant systems without having to configure complex firewall settings.

Overview

A Life Sciences Original Equipment Manufacturer (OEM) is required to provide 24/7 on-demand global support for critical pharmaceutical production equipment. The company's goal is to maximize equipment uptime and enhance productivity, providing more efficient post-sales service to customers around the globe.

Challenge

With the large number of systems installed globally, the OEM needed a more efficient way for technicians to troubleshoot issues securely and remotely without the IT complexities. Historically, a VPN with Remote Desktop Connection has been used to connect a remote computer to another local computer permitted to access the equipment.

With this strategy, a Windows-based computer with all necessary software and licensing was required at the customer site, which was not always possible. This approach also made the system susceptible to security risks and required additional complexities maintaining the computer and VPN.

The Life Sciences OEM needed to find a way to get the technician "on-site" without physically being there.

Solution

AutomaTech understood the circumstances faced by the Life Sciences OEM because they have experience helping manufacturing companies overcome similar challenges. AutomaTech recommended the OEM leverage a simplified, purpose-built secure technology called Moxa Remote Connect (MRC). MRC provides an ability to "flip a switch" and activate secure remote connectivity without needing complex infrastructure.

MRC also provided a centralized means to define who was permitted to access specific equipment and devices, during specific time periods.
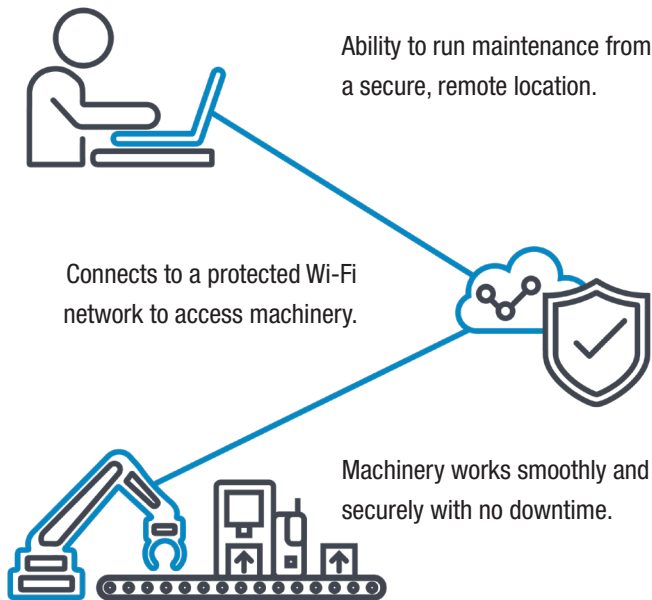
Results

With the help of AutomaTech, the Life Sciences OEM established a more efficient, secure remote connectivity method for accessing equipment globally. AutomaTech helped define a strategy in which the MRC Gateway could be included with the equipment originally or shipped to customer sites post-sale.
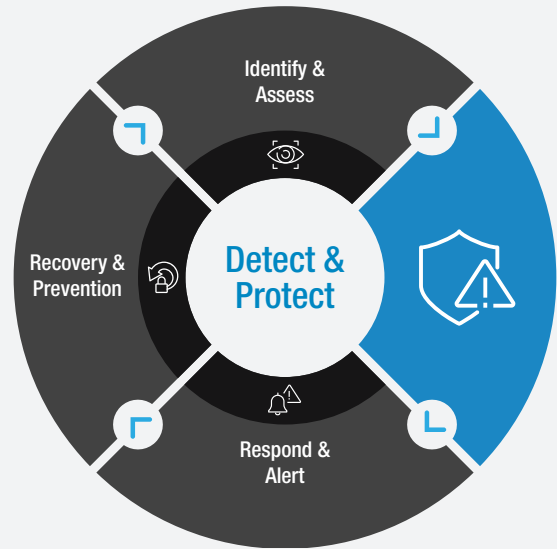
MOXA ®

MRC provides an ability to "flip a switch" and activate secure remote connectivity without needing complex infrastructure.

MRC also provided a centralized means to define who was permitted to access specific equipment and devices, during specific time periods.

Moxa Remote Connect in Action

Ability to run maintenance from a secure, remote location.

Connects to a protected Wi-Fi network to access machinery.

Machinery works smoothly and securely with no downtime.

Foundations of Cyber Security

Effective industrial cyber security is accomplished by balancing exposure to risks against cost of mitigation and implementing appropriate countermeasures. However, cyber security is a continuous process. You should always be moving through these cyber security foundations:

Identify and Assess helps you understand vulnerabilities, threats, impacts, and effectiveness of security. **Detect and Protect** boosts security measures and detects attacks before they happen. **Respond and Alert** allows you to quickly respond and mitigate threats before becoming a problem. **Recovery and Prevention** builds a foundation to quickly recover and get back up and running again.

Want to learn more?
Reach out to our team.

(888) 830-0088

solutions@automatech.com

automatech.com

138 Industrial Park Road
Plymouth, MA 02360