

Life Sciences OEM

Secures Remote Connectivity Without Complex Infrastructure



Block Unauthorized Traffic



Simple Remote Access

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.



“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!”

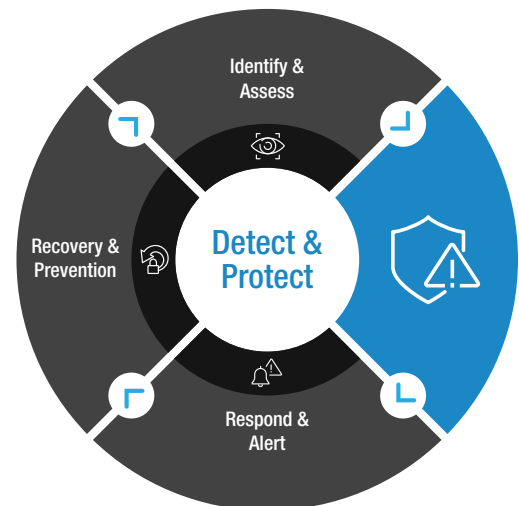
Senior Engineer
Life Sciences OEM

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.

Want to learn more?
**Reach out
to our team.**

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.



The end result was a simple and secure platform requiring only three components and delivering robust end-to-end encryption to help keep critical production equipment running.



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