Remote Connection and Support
Remote service connection box based on cRSP

siemens.com

- Offering Overview
- Value and Benefits
- Technical Insights
- Demo
- Q&A

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The Challenges

A few customer questions …

Remote Services
Flexibility, Efficiency and Productivity

Maintenance

Commissioning

Engineering
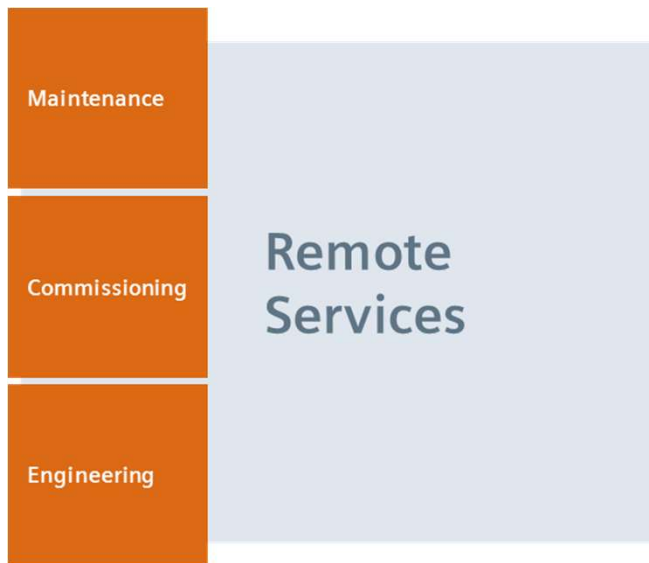
Remote
Services

Remote Services create the conditions for greater flexibility, efficiency and productivity.

Through the use of remote desktop sharing functionality, file transfer or online monitoring of functionalities, operational cost and economical expenditures for engineering maintenance and commissioning services can be reduced.

- Shorter downtimes and higher availability thanks to improved fault analyses and faster capacity to act
- Quick initial diagnosis and fault clearance (root cause analysis) by remote expert support
- Faster response time at customer premises, as no travel is involved/needed

**Remote services** → **Travel expense saving** + **No site mobilization** + **Reduced downtime**

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Siemens cRSP platform to support secure remote services

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cRSP (common Remote Service Platform) is a Remote Service Platform to handle Remote Access Services for SIEMENS customers.

Siemens Service Expert Team

cRSP
common **R**emote **S**ervice **P**latform

Internet (VPN)

OEM Support

Customer Maintenance staff
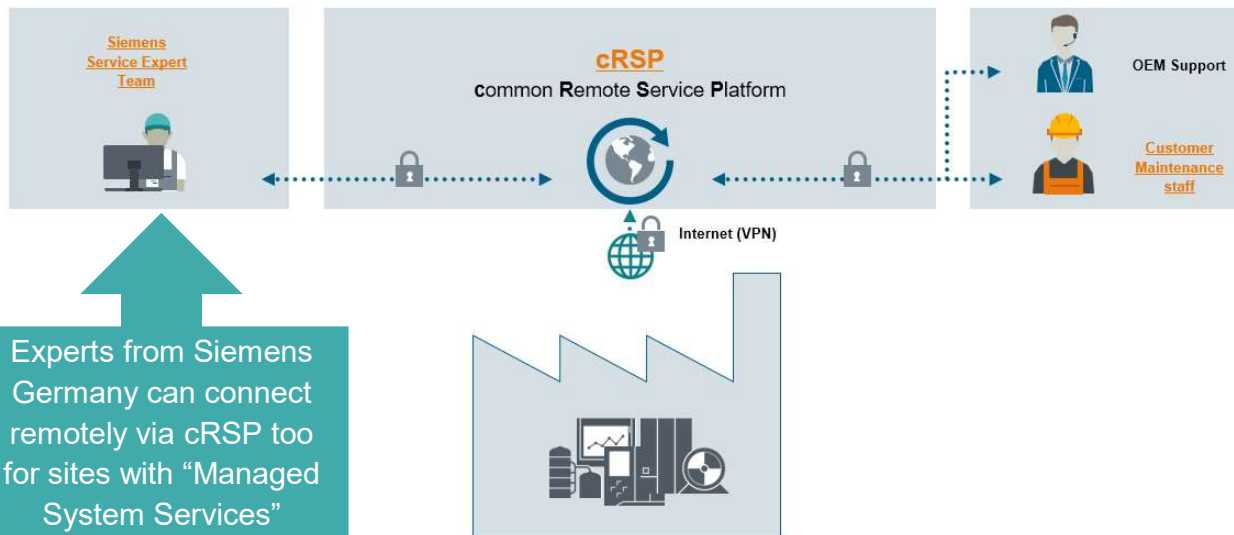
Experts from Siemens Germany can connect remotely via cRSP too for sites with "Managed System Services"

cRSP functions and advantages comparing to traditional point-to-point connection (P2P)

The Siemens common Remote Service Platform offers

• State-of-the-art security, compatible with Industrial Security concepts(Certified ISO27001)

• A secure, high-performance and highly-available remote platform to enable secure remote services

• Freedom from disturbances due to separation of the different networks (DMZ)

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How secure is cRSP?

High security standard with **end-to-end encryption**.

Reliable global IT infrastructure with a very high level of data security **approved by ISO/IEC27001**

Regular security audit: (*Siemens Cyber Emergency Readiness Team*)CERT develops preventive security measures and conducts regular audits of our IT infrastructure.

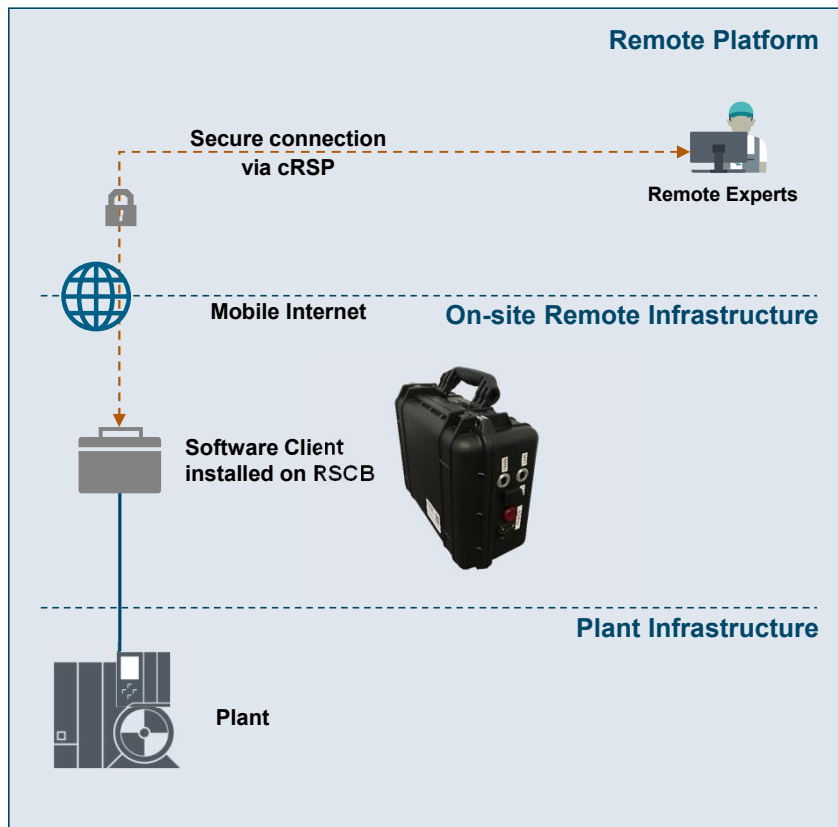**Very high platform availability**: Three fully redundant data centers

You can download the ISO certificates here.

Remote Service Connection Box
– to get the remote connection ready

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Remote Platform

Secure connection
via cRSP

Remote Experts

Mobile Internet   **On-site Remote Infrastructure**

Software Client
installed on RSCB

Plant Infrastructure

Plant

Remote Service Connection Box

With this mobile solution, an Internet connection can be established via a 4G LTE router with mobile internet connection. The router is directly connected to the cRSP Windows Software Client and independent of the rest of the customer network.

This solution is suitable for customers who need a secure and fast transition solution.

Value add:

- Mobile solution for customers without existing remote service infrastructure

- Fast connection with 4G LTE router (Plug & Play)

- **Plug or unplug on demand.**

- Can be used across multiple plants/machines

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Remote Services
Maximizing the required plant availability and costs optimization

Remote services → **Travel expense saving** + **No site mobilization** + **Reduced downtime**

Siemens Service Expert Team

cRSP

OEM Support

Customer Maintenance staff

→ **Industrial security** + **Stable performance** + **Siemens / OEM expertise**

Remote service connection box based on cRSP → **Preconfigured connection pack** + **Standby readiness** + **Plug & Play Shared tool**

Remote service connection box
Buy or rent at your choice

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Purchasing Model

- Prepare for unexpected

  For a relatively long period e.g. maintenance phase

- don't know when you may need it

- want to keep it standby availability for both own employee and siemens experts

- Only need to register the SIM card with proper mobile data plan

Promotion in 2020

Lease Model

- Need remote support for a planned schedule

  For a relatively short period e.g. engineering, commissioning , planned maintenance

- Can plan the required support period in advance

- Call service support line and book it in advance to get the best chance for availability at your preferred time

- After a short training, RSCB is ready for plug and play (SIM card with data plan is included)

Single service enquiry channel:

Tel: 1300 369 515
Email:
industryservice.au@siemens.com

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Remote service connection box
Purchasing model promotion

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Purchasing Model

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Promotion in 2020

- To buy RSCB before 31.12.2020, will get

- one year free cRSP usage fee with up to 5GB data

- 2 hours x 2 sessions of free local remote support

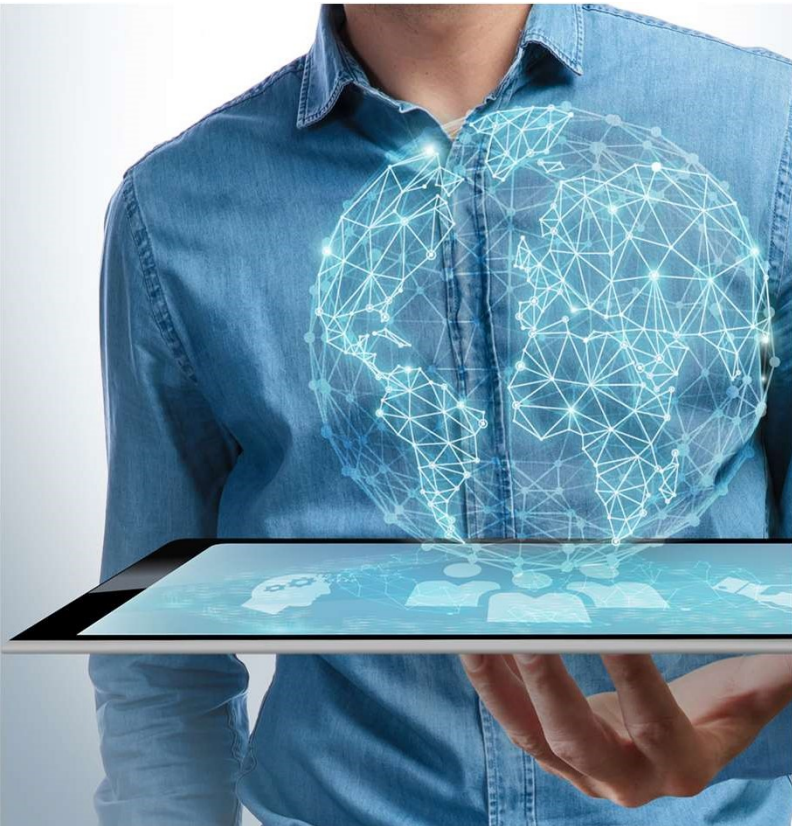**Single service enquiry channel:**

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Thank you very much for your attention!

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