Remote Connection and Support
Remote service connection box based on cRSP

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

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The Challenges

A few customer questions …

Plant downtime can be very costly. How can we reduce the downtime?

Can we reduce / eliminate mobilization time to get expertise to check onsite issues?

How can I get oversea specialist / expert to support my complex issues?

Can we optimize the plant availability and save costs?

Can we reduce / eliminate the travel expense going to remote sites?

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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

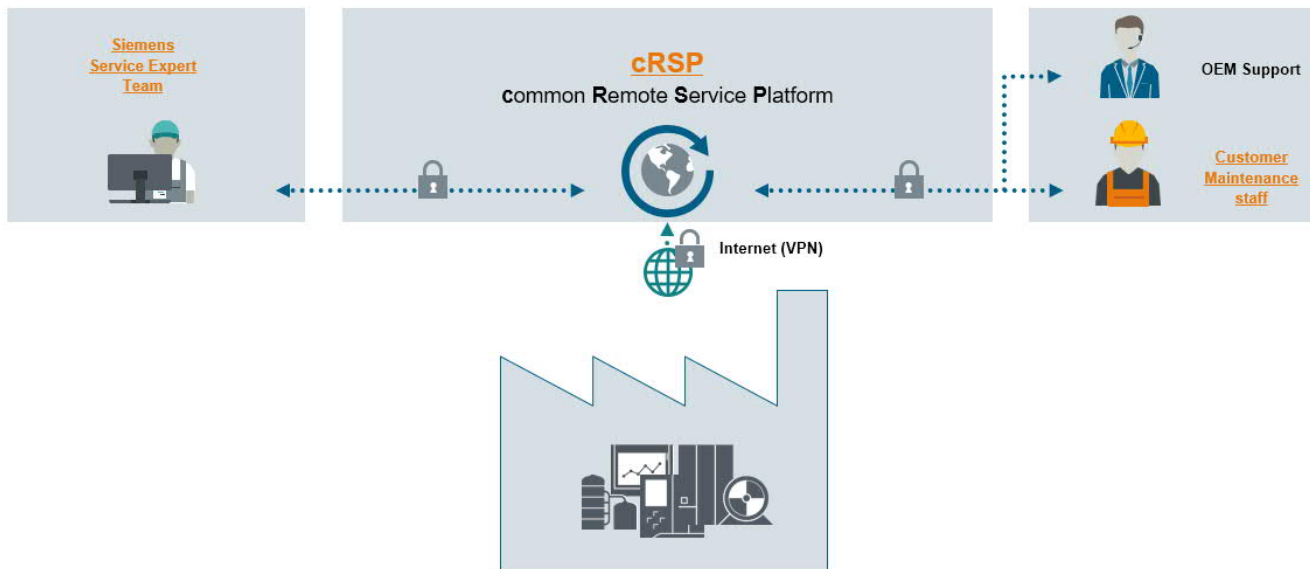**Remote services** → **Travel expense saving** + **No site mobilization** + **Reduced downtime**

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Siemens cRSP platform to support secure remote services

SIEMENS
Ingenuity for life

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

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.

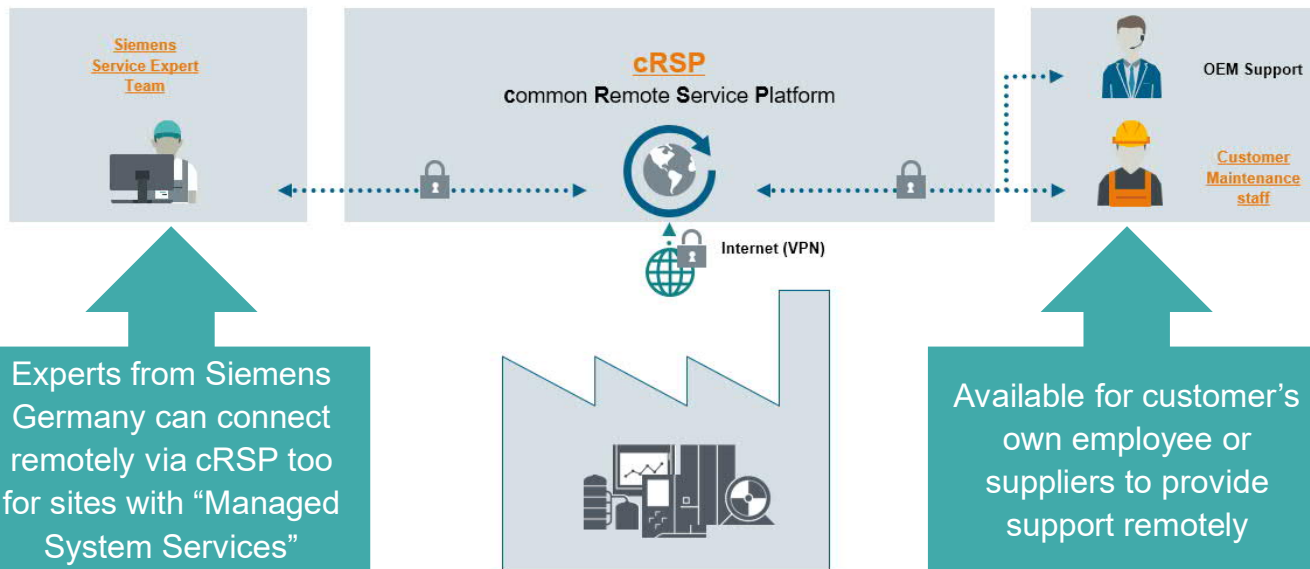**Very high platform availability**: Three fully redundant data centers

The ISO certificate and cRSP classic IT Operational Security Practices are available upon request.

Siemens cRSP platform to support secure remote services

SIEMENS
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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 Remote Service Platform

Internet (VPN)

OEM Support

Customer Maintenance staff

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

Available for customer's own employee or suppliers to provide support remotely

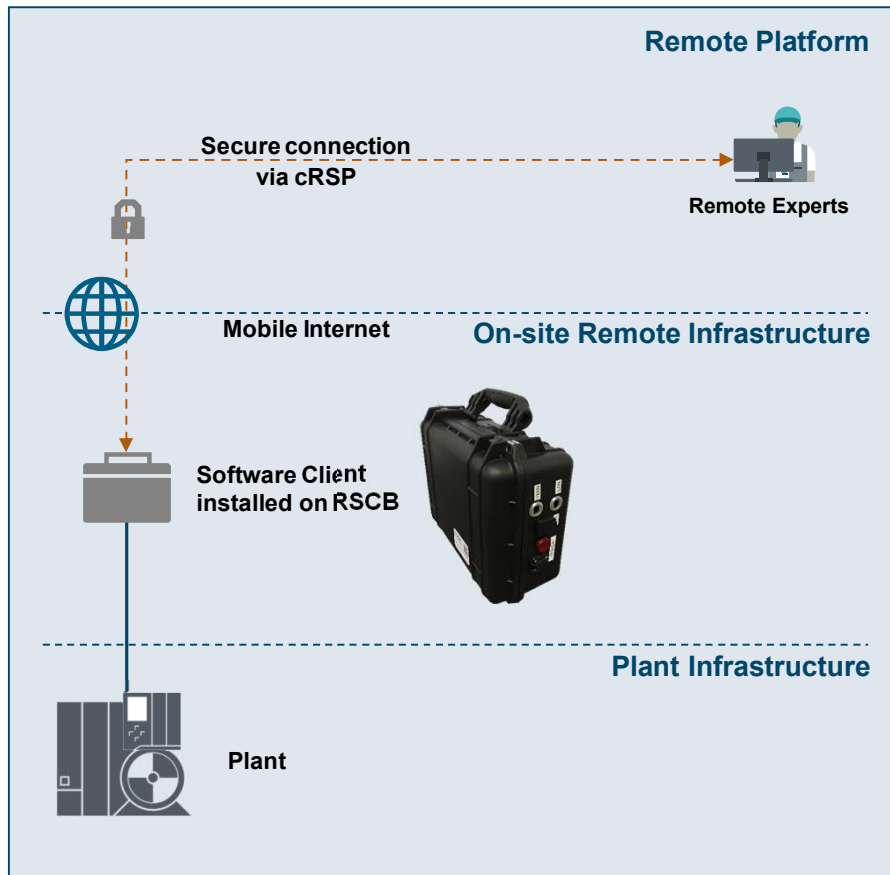**cRSP functions and advantages comparing to traditional point-to-point connection (P2P)**

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Remote Service Connection Box
– to get the remote connection ready

SIEMENS
Ingenuity for life

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

SIEMENS
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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**

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Remote service connection box
Buy or rent at your choice

SIEMENS
Ingenuity for life

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 Services
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Siemens Service Expert Team

cRSP

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Customer Maintenance staff

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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 * 2 sessions of free local remote support

* For Optimise customers - the telephone support hours allowance can be used for remote services too.

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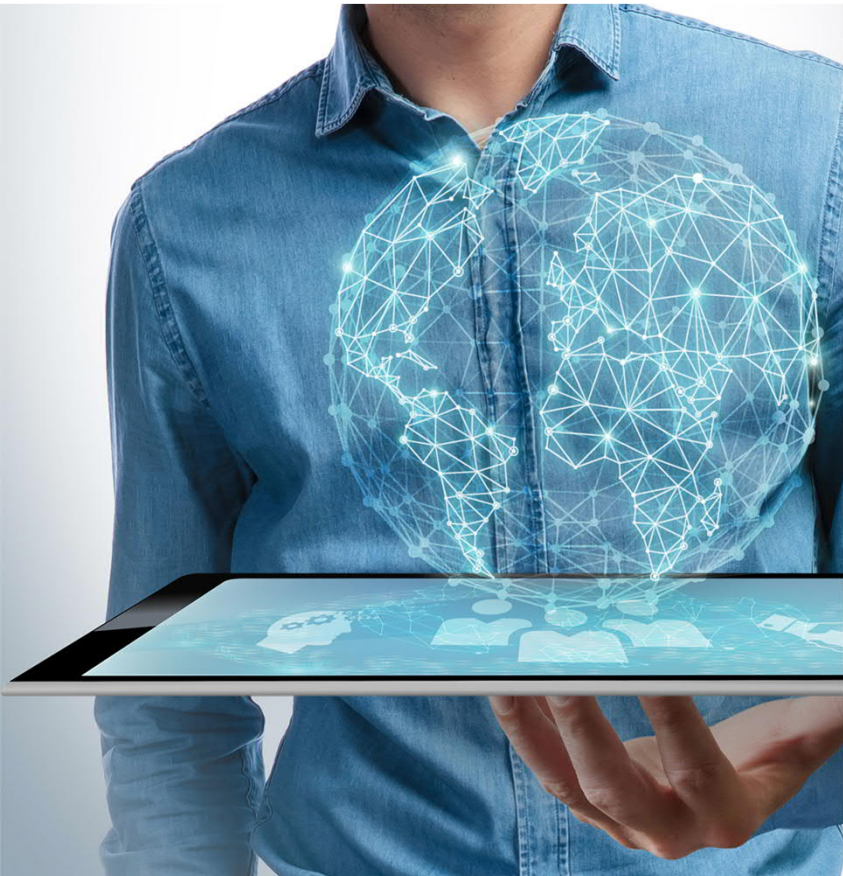
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Any Questions?

Thank you very much for your attention!

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