

REMOTE CONNECTIVITY

24/7 access to your machines



» Omron services

» Remote diagnostics

» Preventative maintenance

Keeping your machine at work

Different applications call for different kinds of support. The key is to get the right service in most efficient way. Omron's remote connectivity solution can provide the answer. It's simple to install on any machine controlled by a PLC, and it's intuitive and easy to use.



- Faster service
- Increase of markets
- Satisfied customers



Your machine has been designed and built to the highest standards, but it's a fact of life that it will probably need after-sales support for repairs, maintenance, updates or modification. And this service needs to be delivered in an efficient and cost-effective way. At the same time, end users need the reassurance that their machines will be properly serviced, even if they are installed thousands of miles from the manufacturer. Omron's remote connectivity solution, using pre-written software function blocks and readily available communication tools, means that this global support can be provided for any machine controlled by a PLC – without the need to travel to site.

...from anywhere in the world



Cost-effective, efficient and prompt service

Omron's remote connectivity solution enables engineers to have access to machine data, using standard IT tools and technology, so that they can monitor performance, diagnose issues and take preventative action before minor problems escalate into something serious.

Preventative maintenance means machines can be kept at peak performance, by updating and modification, and

by upgrading machine control systems and HMI software to the latest standards. In addition, machine manufacturers can offer customers extended service contracts, without the need for expensive travel costs or an on-the-spot service organisation. That's because all this can be achieved by engineers working from their offices, from home, or on the road using laptop computers or mobile phones.



Select the remote control level you need...

Based on your requirement, Omron's remote connectivity solution has the potential to provide the answer

Need to control the machine remotely?

Using a laptop or desktop PC, the engineer has access to a web-based virtual HMI, seeing exactly what the operator sees and controlling the machine in exactly the same way. In this way, the engineer is able to change settings, interrogate data, and conduct tests just the same as if they were standing alongside the machine itself.

Need to monitor the machine's performance?

Machine functions such as alarm conditions, log files and control profiles need to be regularly monitored in order to identify issues that may arise during production. Remote monitoring gives access to machine data stored locally or on a central server: this data can be automatically sent to the monitoring station, or delivered on demand. Machines can also store data locally, and every day or every week, this can be sent to a server or PC elsewhere in the world.

Need to provide emergency or warranty support?

Tele-servicing enables machine builders to provide rapid response to warranty claims or for emergency support. Engineers can see the machine's status and diagnostics information, and can often fix problems by sending new configurations and programs. If replacement parts are required, these can be identified and ordered immediately from Omron's local support organization to get machines back to work quickly.

Need to provide preventative maintenance?

Machine usage and performance can be monitored to predict maintenance requirements, allowing servicing to be properly scheduled, and machine up-time to be improved. Reporting processes are built into the machine and sent automatically, so that performance data can be used to prevent unplanned machine stoppages.

Omron's remote connectivity solution is designed to maximize the benefits of available communications technology: including mobile phones, broadband internet access and GPRS.



SMTP/POP

Omron CJ/CS series PLCs can be programmed to send automatic emails, including file attachments, providing engineers with the monitoring and performance data needed for a wide range of after-sales service requirements.



GPRS/3G

Third generation mobiles can connect to the Internet, giving 3G-enabled phones direct access to a machines through a web-based virtual HMI. This is in addition to receiving emails from machine for data analysis.



Internet/VPN

Machines, manufacturing units and unmanned outstations can all be connected to the internet, so that engineers can control equipment and installations, as well as have access to production and maintenance data. Unauthorized access is prevented by firewalls or, in the case of Virtual Private Networks (VPNs), through software with in-built security.



GSM/SMS

Mobile phones allow interaction between engineers and machines using text messaging. This is ideal for communication of data such as alarms, simple production statistics or non-standard processing incidents.



PSTN

Although remote connectivity is best achieved using broadband internet access or high-speed mobile technology, it is possible to connect to machines using dial-up technology and analogue modems. Robust error detection protocols are used to deal with problems such as line noise or dropped connections.

Global presence...



Helping you to deliver local service - worldwide

Omron's remote connectivity solution brings you and your machines closer together – no matter where they are installed. And at the same time, you can rely on Omron to be there with you, because we match our resources to your precise needs. So you and your customers receive the best support, whatever stage of the lifecycle your machine is in, and wherever it's installed.

We have massive resources, with over 35,000 employees worldwide. We have almost 200 locations, giving us a presence on every continent, and local factories to ensure

a rapid response to your needs. We share knowledge through our global infrastructure, and we pass that expertise on to our customers.

But these are mere statistics unless they are tailored to your requirements. So our dedicated automation experts will help you develop the best machine architecture, our dedicated product specialists will help you get the best functionality, and an experienced account manager will follow and coordinate the total business cycle.

Omron: always by your side

Our communications and logistics systems are designed to provide global coverage, 24 hours a day, every day of the year. This enables us to deliver the service support that you and your customers need, throughout the lifecycle of your machine.

Omron's expertise and experience is closer than you think. Call your local office and we'll put you through to someone who speaks your language in every sense. And check out the Expert Area on our website to see how we have worked with customers to develop customer applications, and to find out more about how we can put our creativity to work for you. Just click www.industrial.omron.eu.



...local service



- Over 35,000 employees
- Almost 200 locations
- Presence in every continent
- Knowledge-sharing through our global infrastructure
- Local R&D facilities synchronized to local needs
- Local factories to ensure quick response

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