

**24/7, fast and secure.
Expert support
from experienced
professionals.**

24/7 Remote Service



Siempelkamp

Logistics & Service

For maximum availability of your plant

24/7, worldwide, highly qualified and secure: Remote Service from Siempelkamp Logistics & Service

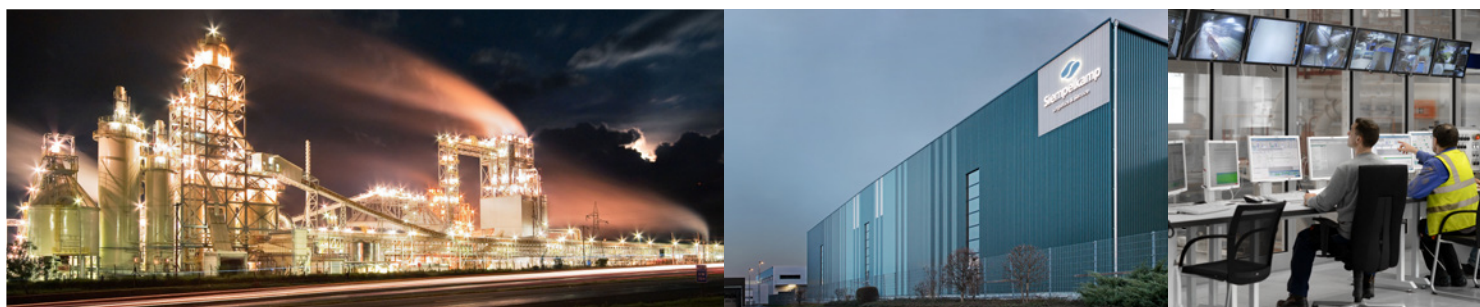
If a plant has failed or if production is disrupted or can be optimized, then reliable support is required. On the one hand, this support has to focus on the cost-effectiveness of the plant while, on the other, it also has to comply with the high security requirements for remote maintenance processes. Our solution: a remote system developed especially for industrial use. This enables us to analyse the state of the plant immediately, swiftly and above all securely.

The facts at a glance

Only after prior legitimation by the plant operator will the plant be connected via Internet and a service router to the central remote server of Siempelkamp. You, the plant operator, can constantly monitor all activities that take place during the course of a remote maintenance session. In addition, the entire service operation is documented automatically.

Our remote service is available for ContiRoll® plants and can also be retrofitted to existing plants. You can therefore conclude a contractual agreement with us when purchasing the plant or of course at any subsequent time in the future.

Simply consult us, we will find the best solution for you.



Range of services

Fast, secure and reliable availability

This is where we can support you with remote service:

- + Remote plant maintenance
- + Plant optimization
- + Troubleshooting
- + 24/7 service in the event of plant failure

Your benefits

Maximum security and convenient application

- + Secure connection via VPN
- + Plant access exclusively after service request by the operator
- + Access only to previously released plant components
- + Automatic documentation of the service
- + User-friendly handling

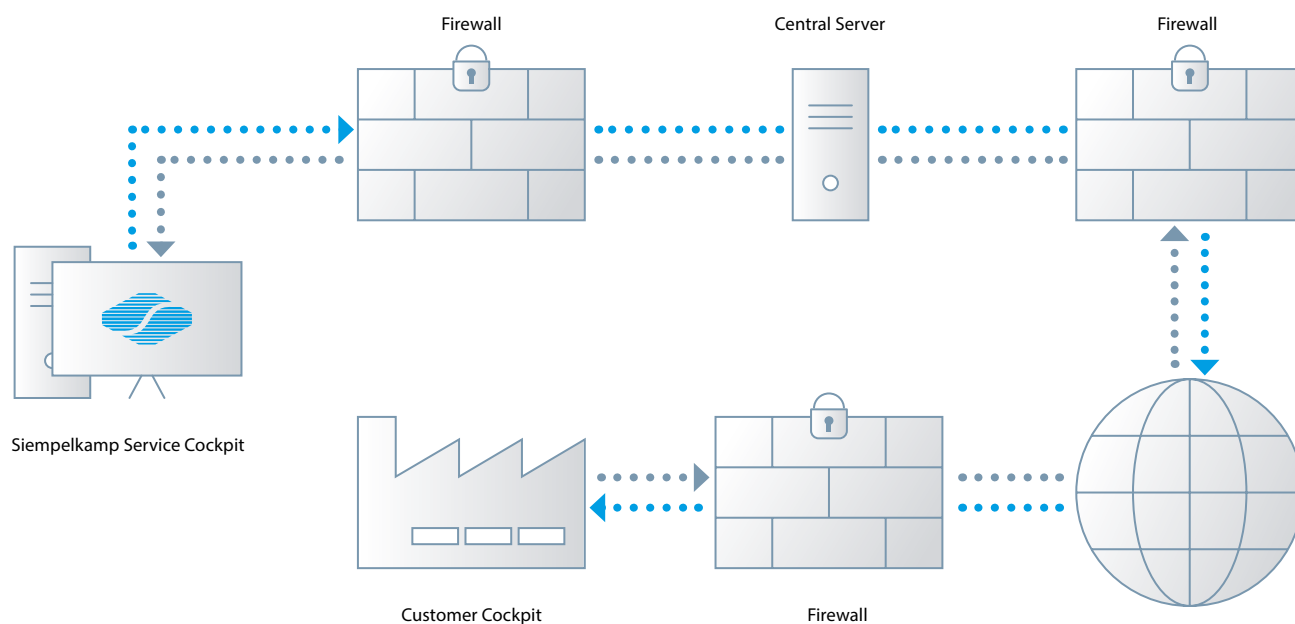
Less downtime, fewer costs, less maintenance expense

The key features of SLS Remote Service at a glance

- | | |
|---|---|
| + Uniform solution for all cases of remote maintenance | + Password-protected authentication procedure |
| + Each remote maintenance session is always established for an IP and a port | + Password security guaranteed by password policy |
| + Access exclusively limited to a previously authorized remote maintenance object | + Detection of attacks via failed authentication attempts |
| + Secure protocols via SSH, IPsec and SSL/TLS | + Monitoring of all remote maintenance operations by the plant operator |
| + Secure cryptographic procedure through complex encryption | + Audit-compliant documentation |
| + Authentication via user roles concept | + High scalability through central management |

Scheme

This is how SLS remote service works



**Any questions?
We've got answers**

Siempelkamp Logistics & Service is with worldwide more than 10,000 maintained machines and plants the service provider of the Siempelkamp group, mainly for the wood-based industry. Our core business is providing the worldwide after-sales support for Siempelkamp machinery and plants throughout their entire life cycle. This includes planning and implementation of modernizations and plant upgrades, sale and supply of spare parts, field service and support as well as MES and Industrial IT.

www.sls.siempelkamp.com



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Intelligent engineering
for future generations.