SMC
OUR KNOWLEDGE IS YOUR POWER

FactoryTalk REMOTE ACCESS

Remote access is making more possible.

Imagine being able to respond to customer needs faster and rapidly resolve production issues. With the FactoryTalk® Remote Access™ solution, you don't have to travel to manage, configure, and initiate secure connections to customer's equipment. Discover a faster way to deliver great support, from anywhere.

REMOTE ACCESS IS MAKING MORE POSSIBLE

The ability to securely connect to customer equipment from anywhere and at any time opens a new world of possibilities. This level of support bypasses the travel and expenses and gets straight to addressing any issues - helping to improve machine uptime and keep production moving.

Far-reaching on-demand support

Now, even your farthest operations are within reach! Being able to remotely support customer equipment means that no matter where your expert technicians and engineers are in the world, they're always nearby.

Act quickly at any stage

Think remote access is only a support solution? Think again! Whether it's virtual commissioning or remote firmware management, the FactoryTalk Remote Access solution can help your machine reach operation faster and keep it running at its best.

Be ready for the future

Part of delivering great support is being able to anticipate customer needs. With the FactoryTalk Remote Access solution, you can address today's data requirements while being poised to take on emerging applications, like remote support in an augmented or virtual reality (AR/VR) environment.

By using the FactoryTalk Remote Access solution, you can provide installation support, programming upgrades, break-fix applications, remote services and diagnostics - right from where you are.

KEY FEATURES:

Easy and intuitive web-based user interface

Initiate and maintain remote connections independent of physical location

Centralized management of account, users, permissions, and device registration

For more information, please visit smcelectric.com

Discover How Remote Access Solutions Impact You

IMPROVE RESPONSE TIMES

Remotely access and support customer equipment in a moment's notice! When customers call, you can get connected quickly - no matter where you are.

REDUCE COSTS

With remote access, you don't need costly travel time and expenses to help. Customers will appreciate this - and so will your bank account.

MAXIMIZE PRODUCTIVITY

When you can service customer equipment on-demand, you're poised to fast-track fixes, reduce downtime, and maximize productivity.

SECURE CONNECTIVITY

Protecting your work is serious business. From multi-factor authentication and encrypted protocols to local access control and more, you can make security a priority.

SOLUTION OVERVIEW

1. **Stratix® 4300 Remote Access™ Router** is a hardware component that enables access to remote is a hardware component that enables access to remote equipment through a VPN connection. Alternatively, the **FactoryTalk® Remote Access™ Runtime** is a software component that can enable VPN connections.

2. **Server infrastructure** is a distributed cloud-based server infrastructure that maintains communication is a distributed cloud-based server infrastructure that maintains communication

3. **FactoryTalk® Remote Access™ Manager** is a web-based client used to maintain and initiate remote connections.
   - Allows management of account, users/permissions, and device registration
   - Activates VPN for remote connectivity with an installable app

Being connected gives you the visibility to manage a plant more securely with an information-enabled infrastructure so you can access information whenever, wherever you need it.

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