



NORDLAND AUTOMATIC PROVIDES INSTANT CUSTOMER SUPPORT BY USING REMOTE ACCESS



REMOTE ACCESS ALLOWS NORDLAND AUTOMATIC TO REACT INSTANTLY ON SUPPORT CALLS

Nordland Automatic A/S specializes in providing intelligent automation solutions, ranging from robots, PLCs, process- and electrical control, to database management. Nordland offers both custom made solutions and standard systems for various purposes, and the solutions are deployed for machines all over the world and for a broad range of industries.

*THE CHALLENGE:
NEED FOR SEAMLESS REMOTE ACCESS*

In order to optimize service response time and reduce travel costs, Lefort had a desire to be able to program the RS232 attached IFM controllers remotely for monitoring and adjusting the programs that control the sensors and motors.

Remote access is a critical element of providing the services associated with the Nordland solutions. Often the customers decide their preferred brand of automation components, so Nordland needs seamless remote access to control equipment regardless of brands being e.g. Siemens, Allen Bradley, Omron or Schneider.

*THE SOLUTION:
CONNECTING TO EQUIPMENT REGARDLESS OF LOCATION*

The Secomea solution allows Nordland to react instantly on support calls, by being able to connect and adjust the equipment regardless of location. By equipping overseas technicians with a Secomea SiteManager, it is also very easy to establish access to equipment that does not have a permanent connection. The technician temporarily connects a SiteManager with the equipment, and the specialist located in Denmark can work with the equipment just as if the person was sitting on site.

“The Secomea solution is highly secure, but still very easy to deploy and administer. For instance, granting access for a customer or a third party to a specific device, is easily done

**via the GateManager administrator interface.
Our next step is to actively promote the
Secomea solution as a strategic product from
Nordland Automatic,,**

- Nordland Automatic A/S

As always, when presenting access via the Internet, the local IT departments are cautious. The Secomea solution is well-documented security-wise and if a wired connection cannot be approved fast enough, the SiteManagers ability to connect via 3G is utilized.

