

Why is Ewon the best choice for secure remote access to your industrial equipment?



## What is Ewon?

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Ewon is a brand of HMS Networks that is specialized in remote connectivity solutions for automation equipment since 2001. Ewon is the leader of remote access for industrial machines thanks to two key differentiators: making it easy, for a successful connectivity in any situation, and secure, to protect customers' assets.

For more details, visit: <https://www.ewon.biz/about-us/who-we-are>

## Why use industrial remote access?

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By using a remote access solution, it becomes possible for support teams to connect securely through the Internet to remote equipment. This allows remote troubleshooting and monitoring capabilities, with significant benefits in terms of efficiency, cost reduction and sustainability.

The basic principle to attain successful connectivity relies on 2 main components:

1. A global connectivity cloud service to centrally manage all aspects of the connectivity,
2. A hardware gateway placed inside the control panel of the equipment and connected to control devices such as PLCs and HMIs.

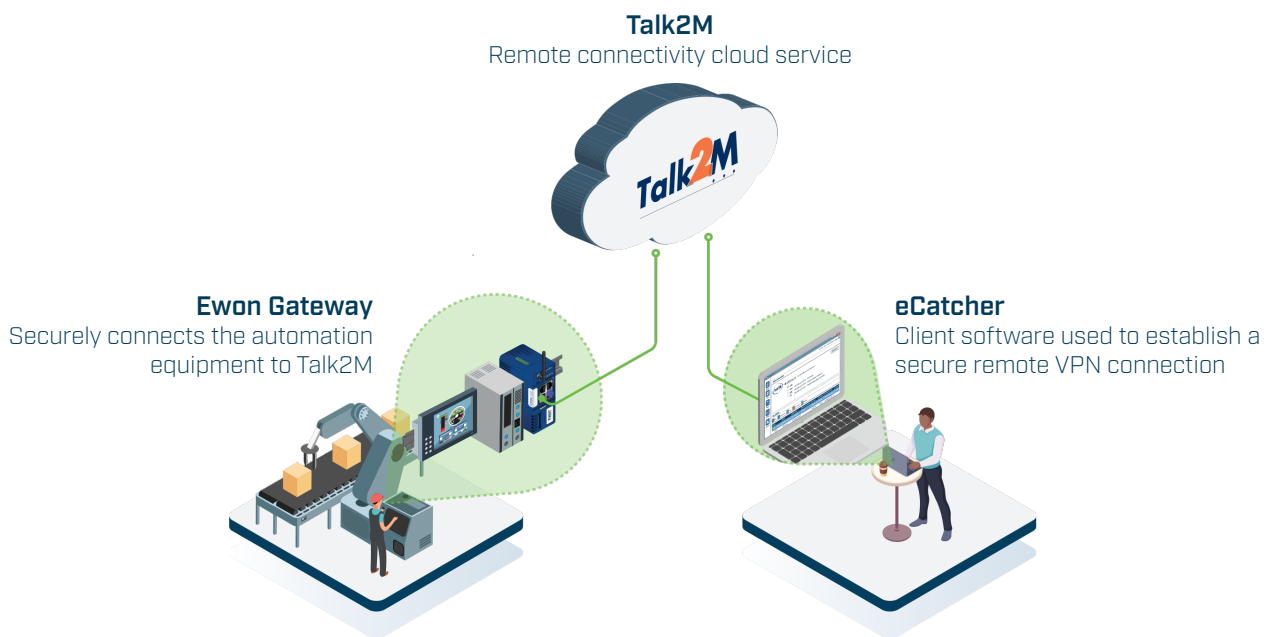


With this setup, support engineers, regardless of geography or time zone, can easily establish a secure remote access connection, from their computers or mobile devices, in a couple of clicks. Once connected, they can efficiently perform diagnostics or get live with the devices inside the remote machine to monitor or reprogram them, as if they were physically on-site.

## How does the Ewon solution work?

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Ewon gateways are designed to fit inside the control panel of a machine and connect to automation devices such as PLCs and HMIs, through Ethernet, serial or USB interfaces. They also connect to the Internet via an Ethernet, WiFi or cellular network, to establish a secure outbound VPN connection to Talk2M, Ewon's industrial cloud. Authorized users can then simply log in to their Talk2M account using the eCatcher client software, and remotely connect in a few clicks to any of their automation devices for monitoring or maintenance purposes. The Talk2M service acts as a secure platform, which completes the encrypted VPN tunnel between the user and the remote equipment connected to the Ewon gateway.



## Why can the Ewon solution be trusted?

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With more than 20 years of experience and 400.000 devices registered, the Ewon solution has been designed, developed, and continuously improved with security being at the core of the design, using a multi-layered approach based on recognized international security guidelines. Ewon's security is regularly audited by 3rd party cybersecurity organizations such as NVISO and is ISO 27001 certified. For more details, visit: <https://www.ewon.biz/about-us/security>



# What are the network requirements to use Ewon's solution inside a factory?

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The Ewon solution has been designed to be as non-intrusive as possible for the existing local network and IT policies. The solution uses encrypted OpenVPN outbound connections through standard authorized ports in firewalls and proxy servers, and does therefore not require any change in the IT configuration.

Using only outbound connections, the Ewon gateway does not require a public IP address and is therefore not visible or accessible from the Internet, thus not representing any additional risk of external attack. If connecting to the Internet through an Ethernet factory LAN is not possible, WiFi or cellular connectivity are also possible.



## How to start?

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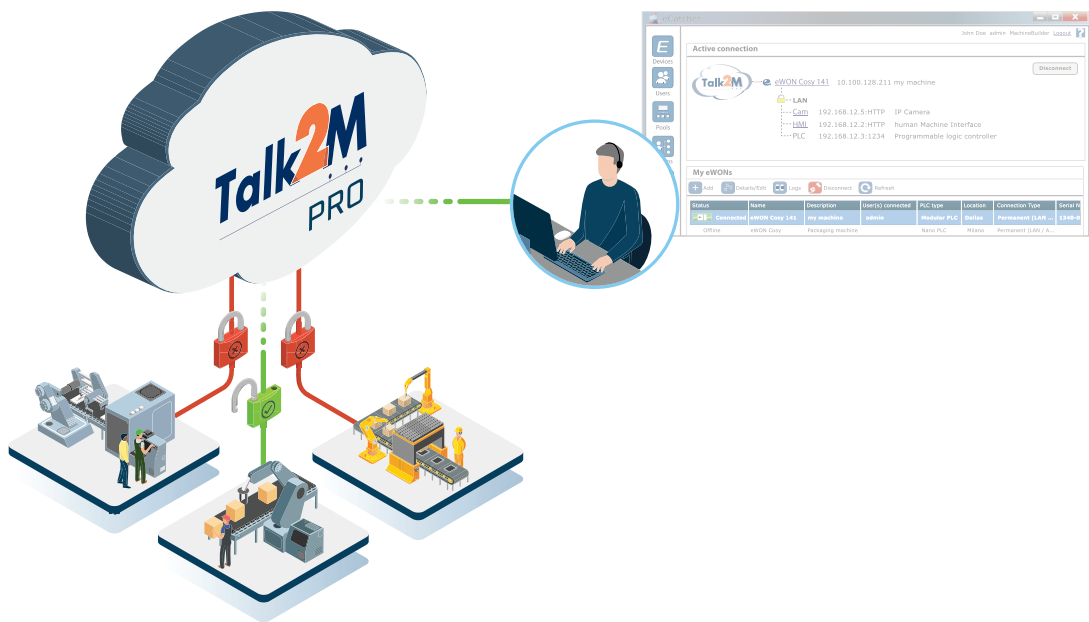
The whole setup process is very straightforward, and only takes a few minutes. Simply download and use the eCatcher software to create a free Talk2M account in order to manage all aspects of your remote connectivity.

Onboard your Ewon devices with the eCatcher "setup wizard" which will guide you through a few simple steps to generate a configuration file. This configuration can then be applied automatically to an Ewon gateway via a USB stick or a SD card.

For more details, visit: [https://www.ewon.biz/technical-support/pages/cosy?ordercode=EC71330\\_00MA](https://www.ewon.biz/technical-support/pages/cosy?ordercode=EC71330_00MA)

# How to control the connectivity?

As administrator of the account, you are able to easily control and monitor all remote connectivity to your machines. For example, you can add, delete or temporarily disable/enable a user or a device at any time, from anywhere in just a few clicks, to allow or prevent it from connecting. Additionally, connection audit trails allow you to monitor and document activities occurring on the account.



# Why choose Ewon to build your future service strategy?

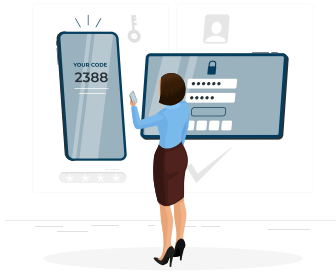
## Secure communication:



- **Compatible with existing factory networks** – The Ewon solution uses outbound connections through port TCP443 (optionally UDP1194), which is typically available. In most cases, there is no need to change any firewall or proxy setting. This allows keeping the existing security measures protecting the factory network intact and facilitates the acceptance of the solution by the local IT team.
- **All traffic is encrypted** – all Talk2M communications are authenticated and encrypted using modern secure protocols (OpenVPN or HTTPS), to ensure the confidentiality and integrity of data.
- **Hardware with built-in security** – the new generation of Ewon gateways include a dedicated secure element chip, which is certified CC EAL6+ and serves as a root-of-trust to deliver state-of-the-art, end-to-end security.



## User and device management:



- **Centralized management** – global service allowing to register and manage in one place all users, devices, roles, and permissions, to precisely control who can connect, when, and to which equipment.
- **Multifactor authentication** – add an extra layer of security to the user login process, by requiring after the input of the username and password an additional one-time passcode sent to the user’s phone.
- **Easy and immediate connection** – initiate a remote connection at any time in just 2 clicks, without any need to share sensitive credentials between users. This makes the solution straightforward to use by anyone.

## Access control and monitoring:



- **Network segregation** – the Ewon gateway provides a hardware segregation between its LAN side (where the target equipment requiring remote support is connected) and its WAN side (the factory network). Remote users can only reach devices connected to the devices on its LAN side, but do not get access to the factory network, on the WAN side. Extra filtering can be defined at the server level, to restrict user access to a whitelist of IP addresses, ports, or services.
- **The customer keeps local control** – You can connect a key switch to the digital input of the Ewon gateway to manually enable or disable remote connectivity on-site. The digital output of the gateway can also be used to indicate when a remote user is connected.
- **Structuring and monitoring of remote activity** – supervise all remote activity through connection audit trails and logs and establish processes for the service team to document all operations performed using the built- in logbook feature.

## Reliable infrastructure:



- **Global coverage** – Talk2M servers are deployed around the world to provide coverage and quality connectivity to all machines, wherever they are located (including China).
- **High availability** – the Talk2M service is based on a redundant server infrastructure (more than 30 servers), supervised 24/7/365 by a team of dedicated experts to ensure the highest availability. A comprehensive SLA (Service Level Agreement) is also included with the Pro service.
- **Scalability** – start small and grow from there! New machines can

be connected to Talk2M in a few minutes, without having to worry about the infrastructure, which is managed and continuously expanded and improved by Ewon.

## Future proof solution:



- **Leading manufacturer committed to long term business continuity** – proven solution used by over 20,000 customers to manage the secure remote connectivity of more than 400,000 machines. Ewon has been recognized as the industry leader *since 2015\**.
- **Freemium model** – start using Talk2M immediately for free and upgrade to the Pro service for a reasonable fee when you decide to scale up, to benefit from a extensive SLA and additional features.
- **Going further** – the Ewon solution is designed to grow with customers' needs with additional proactive remote monitoring and data collection & integration for IoT applications.

## Already trusted by over 20.000 customers around the world



*« The real value comes in the increased uptime for the customer. We log on, troubleshoot and get the system running in a couple of hours instead of days. » - Josh Larson, Thiele Technologies*



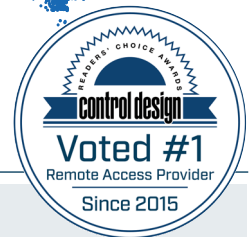
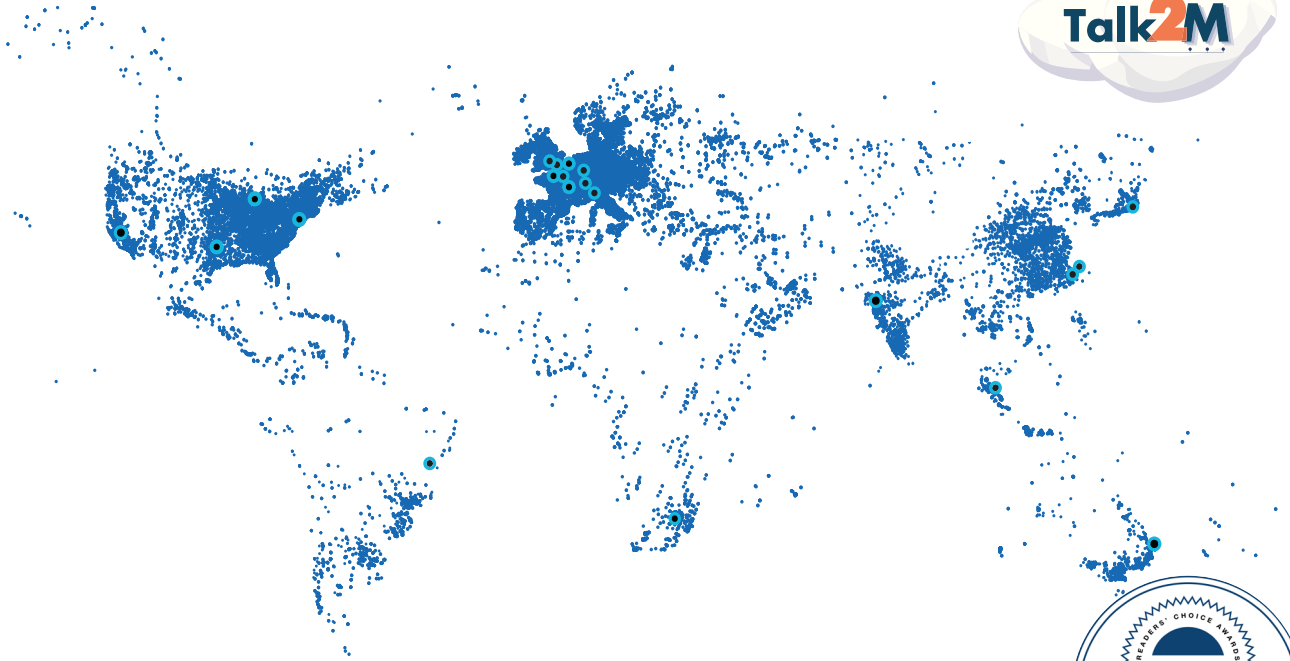
*Ewon allows ABB Robotics remote service to improve availability of the equipment, reduce the number of service visits, lower maintenance costs and optimize the total cost of ownership.*

Find more testimonies on: <https://www.ewon.biz/customers>

*\*Control Design Readers' Choice Awards*



# Talk2M - The leading industrial cloud, continuously improved by a dedicated team of experts since 2006!



**400.000+**  
Ewon gateways registered

**178**  
Countries

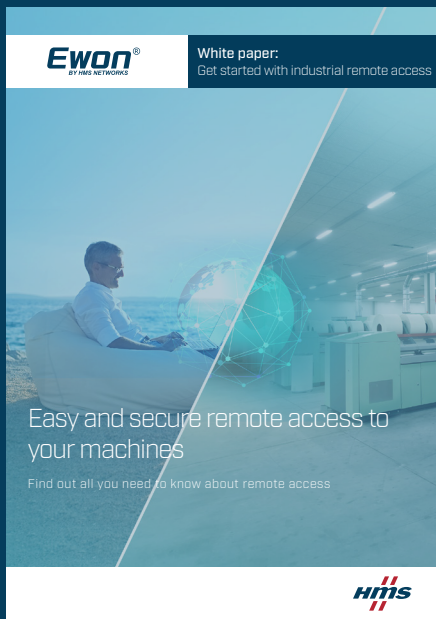
**7 million**  
Secure VPN connections/year

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# To find out more...



## Easy and secure remote access to your machines

Remote access is the first essential step towards the digitalization and utilization of data.

Remote access allows you to move from a reactive to a proactive support model that helps you remain competitive.

Once you are remotely connected to your machine, you can, in addition to troubleshooting, analyze data for other purposes : optimize engineers' productivity, improve machine performance, boost sustainability - and much more!

In this whitepaper, you will discover, chapter after chapter, all the benefits of secure remote connectivity thanks to Ewon devices and Talk2M, our industrial cloud.

Get your free copy:

<https://www.ewon.biz/all-resources/whitepapers/whitepaper-remote-access>

