



Benefits

- Supervise regulation and heating problems quickly and easily
- Understand quickly and remotely the customer's issue
- Security of the customer's confidential data

Comtec bakeries remotely monitored thanks to eWON

Comtec Industries has produced two main models of crust-forming machines since the 1960s. They're known to be strong, reliable and simple enough to maintain.

The machines from Comtec Industry produce most of the crust in commercial bakeries around the world. This company is a family-owned business which started 50 years ago and is now present worldwide.

In the industry of bakery, as every slightly difference of temperature has its importance, the company needs to monitor and build a history for set point and actual temperature in order to determine if the customer is experiencing a regulation problem or an issue of heating. Temperature and pressure histories in the machine are clues to localize trouble points.

eWON simple solution

While designing their next-generation machine, the corporate heard about the ability provided by an eWON installation. This technology was the solution to most of their worries such as the issue of maintenance costs or the possibility of keeping data archiving.

Comtec was already using phone troubleshooting but even this strategy costs them \$700-\$1,600 every service call. By using the eWON VPN industrial router to access the system, they save this maintenance costs.

With the eWON industrial router, the difference lies in the combined ability to easily set up a secure VPN tunnel between the company and the machine. They can reach the machine and perform needed support exactly as if they were standing by the machine.

Possibilities go even further: « When it's necessary, we can add an Internet camera to the system to remotely watch the customer exercise the machine and evaluate the result, » Reilly explains. « The capability is available, and helps us more quickly understand the customer's issue and shorten the resolution of most issues without expensive house calls.»

Customer: Comtec Industries

Country: USA

Sector: Food (Bakery)

Solution: eWON 2005CD/4005CD

“ eWON enables us to save travel expenses when easy issues occur ”



Comtec Industries has produced two main models of crust-forming machines since the 1960s. They're known to be strong, reliable and simple enough to maintain



In the industry of bakery, every slightly difference of temperature has its importance. Therefore, the company needed a reliable maintenance system

Security structure

Food industry companies are particularly interested in securing their production to make sure nothing jeopardizes the quality of the product. In an era of information security, when Comtec company says they need an Internet connection to monitor the machine in a customer plant, Comtec needs to prove to this customer that the company won't have access to the rest of the factory and can access only the Comtec machines.

The eWon's solution provides strong assurances that production data, recipes and other confidential information remain secure. This technology creates secure VPN access to the PLC and HMI using only outgoing Internet traffic. This makes it very easy to deploy in most customer networks because the IT people won't have to change their network firewall settings.

Once installed, the eWon router can store data archiving and the company can also schedule the time of the automatic connection to the system. When an automatic connection occurs the collected data are automatically sent back to Comtec corporate which can then analyze this data in order to troubleshoot possible issues and improve the customer's machine uptime.

« This is independent of the information we store inside the HMI panel », Reilly says. « Armed with this information, we can make the normal types of PLC changes, but we can do more. Fuses blown, temperatures, pressures and other variables are just as important as making programming changes on the fly. Again, this saves us travel expenses for easy issues.»

Head Office

22 Av. Robert Schuman
1400 Nivelles
Belgium
Tel: +32 67 895 800
info@ewon.biz

North American Office

2345 Murray Ave, suite #305
Pittsburgh, PA 15217
USA
Tel: +1-412-586-5901
info@ewon.us