



Benefits

- Reduce the engineer time on site
- Reduce costs related to flights and accommodation
- Improve customer care
- Faster responsiveness

Customer: DISA Corporate
Country: Denmark
Sector: Metal Industry

DISA Industries offers now eWON modules as an option on their new machines

DISA Industries A/S, based in Herley (Denmark) produce PLC controlled moulding machines, with cutting-edge technology, for the world's finest foundries.

DISA was established in 1900 and is today the world's leading supplier of foundry equipment and related projects. The Group ensures a worldwide presence with factories, sales & service offices on three continents and with an extensive network of agents. DISA Foundry is today among the world leaders in advanced foundry solutions.

The company is always looking for optimal solutions to meet its customer needs, both economically and technically. The company takes advantage of the latest technology and is thus shaping the future of its partner companies

An easy way to save maintenance flight

To keep improving customer support and services, the company turned to remote access technologies and made the choice to use the eWON technology for its simplicity and its completeness. « Disa Industries A/S offer now eWON modules as an option on their new machines », says Jakob Pal Holck.

As a result, the service engineers do not fly anymore, not as much as they did in the past, to service the machines installed at customer sites worldwide. More and more the possible issues are solved from the company's headquarter office, in Herley, thanks to an eWON router and a remote access across Internet.

This new feature on Disa's machines saves time & money, for both the customer support department and for the client, to such a point that soon, this technology will be installed as standard on all new machines.

« We use eWON today, as an option, for fixing issues or installing patches from remote, as well as for monitoring », says Nils Assarsson, Product Manager (Foundry application Department) at DISA Industries in Herlev.

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« Our R & D staff already attended many times remote machines from their own desk, using the remote access solution from eWON. At the moment, we sell the eWON router with the new machines. It is typically for those equipped with Siemens S7 PLCs yet, eWON supports also the communication protocols of the most commonly used PLCs in the market », says Nils Assarsson.

eWON solution

The eWON solution is composed of hardware, the actual eWON router, installed in the machine and connected to the PLC, and a service on Internet, called Talk2M. eWON uses Internet to provide remote access to controllers and machine networks worldwide.

The eWON service connects to a server with a secure VPN connection, across Internet. The service engineer does the same, using the Talk2M client software on a PC. Then, when both connections are established, the engineer selects an eWON to connect to, the server connects the two VPN tunnels together and runs the traffic between them.

Technically, there is no need to know the local IP address of the eWON module and there is no need for it to be public. There is usually no need either to make any changes in the end user network or the firewall configuration.

An eWON router connects to the Talk2M service across a LAN connection and it accesses to Internet, across ADSL, PSTN, ISDN, or across GSM technologies, GPRS, EDGE or 3G (UMTS or HSUPA). Additionally, eWON routers are able to poll the PLC variables in its own protocol, display the data on its embedded web page, monitor it for alarm conditions and send customized e-mails or SMS. eWON also enables the PLC with SNMP capabilities

Data logging and web HMI are available on the more complete models.

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