



## Benefits

- Provide an excellent remote diagnosis
- Perform international exportation
- Machine optimization

Customer: Techno Pack  
Country: Italy  
Sector: Packaging

## Perfect packaging every time with Monitouch operator interface panels and Talk2m remote access

Techno Pack produces and sells packaging machines worldwide and now looks to the Middle East and to Latin America as markets with great potential, wanting to expand its exportation.

« As exports grew our packaging machinery and our assemblies were sought after even overseas, and we had to come up with a more sophisticated supervision system », Roberto Sabadin, the Techno Pack design engineer.

But the challenge of an international customer is a completely different matter than providing services to customers an hour away from the headquarters' company. The first step is to implement an operator interface panel on each machine in order to enable a monitoring.

### International maintenance problem-solver

« The operator panel has turned out to be an excellent diagnostics and problem solving tool. We, however, needed a tool that could also provide us with remote access to the data stored in the panel. For a few years we used a traditional device.

We'd link up via a standard analogue phone line, but the connection was often tricky and very expensive. It was thanks to EFA Automazione that we discovered the solution that was exactly what we were looking for: the eWON gateway for remote control and diagnostics », Sabadin informs us.

### A remote web-based maintenance system

Techno pack offers now a range of packaging machines for the food industry and other fields, totally controlled and supervised remotely.

eWON offers a series of Gateway devices specifically designed to provide multiple connection solutions. The connection to the system is simple and at the same time absolutely safe thanks to the VPN protected network.

“ **The technician who makes the link up does not necessarily have to be at the company premises. He can do it from his own PC laptop from any corner of the world** ”



View of the HMI control system Interface



The challenge for an international customer is a completely different matter than providing services to customers an hour away from the headquarters' company

## Simple, safe and scalable feature

The eWON industrial router enables engineers to carry out remote maintenance of PLCs, HMIs and other industrial devices easily and securely. This results in saving of time on repairs and in gaining the ability to anticipate faults by the use of alarms, since the maintenance staff members can attend to and resolve problems remotely. Its implementation is intuitive; it is easy to operate and specialist staff is not needed.

This product uses the new cloud technology service (Talk2M) in which the software is hosted on a web server that connects the user securely to the machines from anywhere in the world with a web connection and with very satisfactory results. The eWON is a reflection of how new technologies are being adapted to industrial automation.

Thanks to Talk2M, a solution specifically devised for remote connection, managing one's machine pool becomes simple, safe and scalable. This is how it works: the system is connected to Internet, via the owner company's ADSL network for example. eWON creates a VPN (Virtual Private network) on the Talk2M servers directly from the client's network (without having to modify the client's firewall to any great extent).

## Conclusion

« If a client calls saying they need to optimize the sealing of a new film, then we link up to the machine via the eWON gateway and can interact with the temperature of the mass-sealing regulation system, the process and machine parameters. If everything is behaving as it should, we try to understand if there are any complications at the software level, or with the electrical power supply or in terms of settings.

And, all this takes place at no additional cost because the service is provided by eWON. Another advantage is that the technician who makes the link up does not necessarily have to be at the company premises. He can do it from his own PC laptop from any corner of the world », Sabadin adds.

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