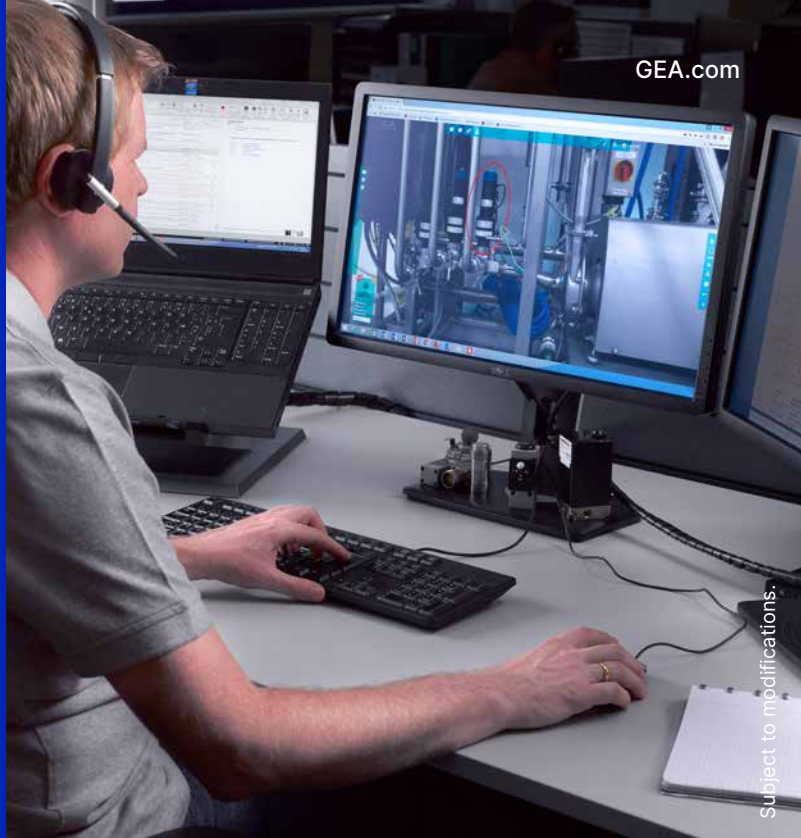


GEA RemotePartner + mobile router

Features, benefits and technical information



Remote Access is a service-oriented option and the precondition for access to other services of the GEA RemotePartner product family. Service experts can connect to the system from the outside. The centerpiece of the secure technology is the security gateway, which enables remote access to the GEA control system when activated.

Product features of Remote Access + mobile router

- Control cabinet is prepared with a security gateway (operation via mobile router and SIM card*) for remote access
- Bidirectional access to GEA control unit
- Software can be downloaded, modified, uploaded and upgraded without the need for on-site software specialists.

Your benefits

Remote Support

- Access to GEA's Remote Support from 1st to 2nd and 3rd level remote support experts**
- Our experts respond quickly to your Service requirements.
- Increased first-time fix rate, resulting in higher machine availability and less downtime

Remote FAT and Commissioning

- "Lifelike" participation in a fully comprehensive Factory Acceptance Test (FAT) to actively experience the real conditions on our test bench, albeit virtually
- Variable options for participating in the Remote FAT session. Dial-in via PC, tablet or smartphone.
- Save travel costs, resources and time.

* Observe country authorizations.

** 2nd and 3rd level remote support provided on demand against hourly rate or incorporated in a Service Level Agreement.

Network topology

