

3D DYNAMIC BUFFER

SMART SERVICE & SUPPORT

i-Remote

Whenever a new i-Collector installation goes in production i-Collector BV always stays fully committed to provide you the best return on investments (ROI) as possible.

Parallel to the development of the i-Collector we developed our own a special smart service & support concept around it, based on state of the art BIG DATA techniques, continuous analysing your machine data for the sole purpose of providing you with the highest possible level of service and support.

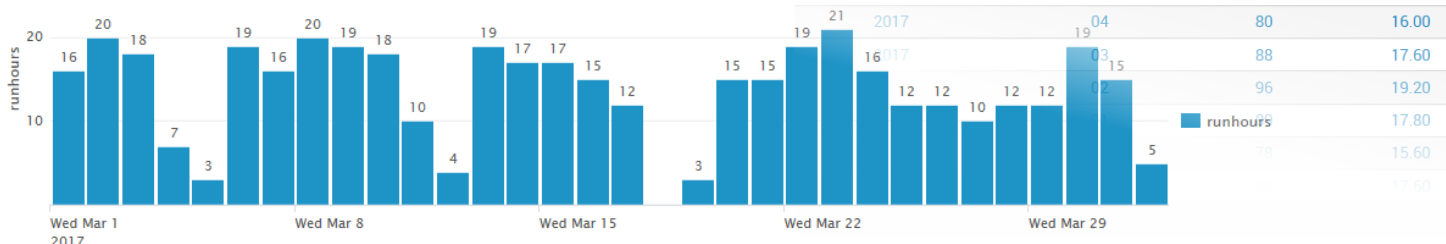
Because we are fully aware of the fact that the i-Collector is always running in a business critical environment. Therefore avoiding unexpected downtime is paramount in our service and support efforts.

Actual state

In case of an incident, fast response, knowing what and where to fix and reducing the time-to-fix is essential to our customers and therefore to us. In any 24x7 hours business critical environment a high-level of service and support is essential for protecting your ROI. And this can only be achieved by continuously monitoring the actual state and performance of your installation(s), all the time.

Historical metrics

Beside knowing the actual state and performance of your installation(s) it has proven to be very valuable to do statistical analyses (BIG DATA) on the collected machine data over time on your installation(s). Producing status and performance trends and metrics (KPI's), ie. based on the FEM9.222 directives, provides you valuable operational insights and the highest possible ROI on your installation(s).



this_year	weeknumber	runhours	avg_p5d
2017	13	67	13.40
2017	12	109	21.80
2017	11	79	15.80
2017	10	103	20.60
2017	09	99	19.80
2017	08	101	20.20
2017	07	90	18.00
2017	06	91	18.20
2017	05	76	15.20
2017	04	80	16.00
2017	03	88	17.60
2017	02	96	19.20
2017	01	79	15.60
2016	52	17	17.60

i-collector

i-Collector is a PATENTED system

www.i-collector.eu

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i-REMOTE BASIC

The i-Remote Basic service is our standard I-Remote service and will be installed on all installations at the early beginning of the commissioning phase and ends automatically after 3 months after the official delivery date of your i-Collector. This will help us to provide you with a better and faster implementation and commissioning of your installation(s). Fast response and to be able to act immediately to solve minor issues during the implementation and commissioning phase by knowing exactly what and where to adjust or to fix is essential and saves you time and money.

i-REMOTE EXTENDED

As mentioned above we will end our i-Remote Basic service after 30 days of the delivery date of your installation. But we can continue our i-Remote monitoring service based on a yearly subscription, if you wish.

With this extended i-Remote service subscription we will provide you an account to our i-Remote web portal where you can find all the most relevant state and performance metrics of your installation(s) over a period of the last 30 days. We will use our pre-built templates for that but if you need further or deeper analytics (operational intelligence and insights) we can build additional and custom made analytics by one of our data-analysts. This service will be charged to you separately on a project base fee.

PREREQUISITES

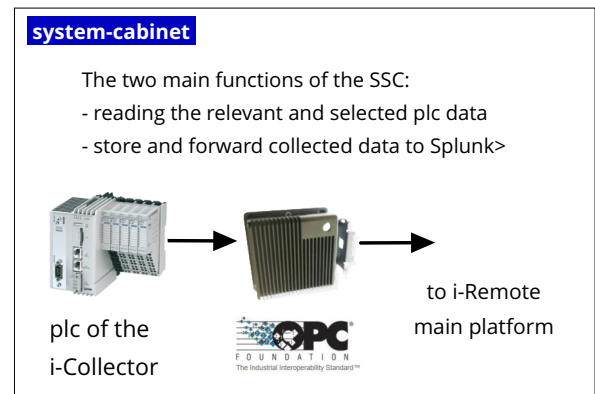
- 1 x SSC per remote site, subscription per plc (standard);
- non-intrusive, low-bandwidth, no impact on performance;
- based on widely used and accepted OPC standard;
- secure and encrypted communication between the SSC and the central i-Remote site;
- only outbound, normally no need for extra inbound rules or extra ACL rules;
- secure and fully audibility remote access to SSC via Bomgar tool, FIPS 140.2 certified;

*) A detailed list of ip addresses and ports is available on request.

HOW-DO-WE-DO-IT

SSC

For both the i-Remote Basic and i-Remote Extended service to function we need a small Smart Service Controller (SSC) to be installed in the system cabinet of each i-Collector. The SSC is connected (lan) to the plc to read all the relevant data-tags from the plc. (read-only). The SSC is also connected (over the internet) to our central (Big Data) platform in Almere, the Netherlands.



Splunk>

On our central platform in Almere we do the processing of all data. The engine of our main platform is based on a Splunk> Enterprise platform. Splunk is a USA based and a world leading vendor of powerful BIG DATA solutions for operational intelligence (and more..)

The connection to the plc is based on the widely used and accepted industrial OPC standard. The connection to our central Splunk> platform is part of the secure universal-forwarder tunnel-technique which is embedded in the Splunk> platform.

Nb. In cases where no on-line connection to our central platform is allowed, i.e. in case of federal use, we can provide you an off-line solution.

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