

# Virtual Support Engineer™

Remote Access and Monitoring Service  
for Original Equipment Manufacturers

## Features and Benefits

### Safely connect to your assets and access valuable machinery information

Take advantage of a simple and secure connection to valuable information without sacrificing the security of the transferred data.

### Address alarms in real-time

Be alerted and take action to address issues with your machinery through real-time alarms, programmed to be delivered by email or text message.

### Make informed decisions to prevent downtime

Leverage data collection and analytics to capture a wealth of valuable information for your machinery to make better-informed maintenance decisions and potentially prevent downtime events..

### The Right Monitoring to Fit Your Needs

Balance price with security to suit the specific needs of your business:

**Virtual Support Engineer for OEMs Standard**, including a feature-rich hardware platform that supports secure remote access and alarming on tag-based devices.

**Virtual Support Engineer for OEMs Enhanced**, including a remote access solution that allows for alarming on any Ethernet based device while providing multiple security levels.



We understand your business depends on your ability to meet your customers' demands quickly and efficiently. You're under constant pressure to reduce service-related costs and drive new revenue opportunities. To differentiate yourself from your competitors, you need to deliver.

Virtual Support Engineer helps you to alleviate these pressures through proactive monitoring to help prevent downtime events and quickly resolve any incidents that do occur. Through this family of services, you'll receive secure, remote access from anywhere in the world to support your machinery installed at customer sites globally.

As a result, your customers realize greater system uptime, optimized performance, shorter response time and faster issue resolution – while enabling you to offer competitively-priced support to your customers.

LISTEN.  
THINK.  
SOLVE.™

Every business has different needs and challenges to solve on a daily basis, that's why we offer two versions of Virtual Support Engineer - standard and enhanced. Both offer high-level security, alarming, remote access/editing and Rockwell Automation support, with benefits to fit your needs and budget.

	Standard Option	Enhanced Option
<b>Remote access and editing</b>		
No additional software from Rockwell Automation required	✓	✓
Cellular option available	✓	✓
Use the RSLogix™ and RSLinx® on your PC to edit your programs	✓	✓
<b>Rockwell Automation Support</b>		
Monitors your Virtual Support Engineer health and reacts if the connection is lost	✓	✓
Pushes required updates and patches	✓	✓
24x7x365 support from Rockwell Automation Including 8 a.m. to 5 p.m. local language support and access to all of our electronic support tools	✓	✓
<b>Security</b>		
Utilize your standard firewalls to protect devices from public access	✓	✓
Allows outbound communication only through Port 443 and Port 80 <sup>1</sup>	✓	✓
Encrypts data using Secure Socket Layer (SSL) protocol to prevent interception	✓	✓
Specify users and user roles	✓	
Uses a "blacklist" to prevent specified MAC addresses from reaching your Virtual Support Engineer	✓	
Enables you to set level of access to specific devices and information		✓
Complete end-user remote access control		✓
Logs all remote sessions		✓
Records all remote desktop sessions		✓
Allows you to designate which information can be transmitted out of facility		✓
Allows outbound communication through your firewall only (Port 443 only)		✓
Specify access rights for end-users		✓
"Finger Print" Certification		✓
<b>Alarming</b>		
GUI interface makes for easy configuration of alarms	✓	✓
System logs store all alarm activity	✓	✓
Configure multiple alarms to notify via SMS and/or email	✓	✓
Alarm on any controller tags <sup>2</sup>	✓	✓
Quick mapping of alarms from any OPC device		✓
Alarm on almost any device on the network		✓
Configure multiple alarm categories		✓

<sup>1</sup> Standard option is outbound only through ports 443 and ports 80, enhanced option is outbound only through only port 443.

<sup>2</sup> Enhanced option can alarm on controller tags as well as non-controller devices.

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