

# Decreasing Process Controls System Integration Costs with HMS Networks

Customer's switch from traditional VPN improves their remote access maintenance during the pandemic

## CHALLENGE

HMS Networks' customer struggled with management of commissioning and troubleshooting time and costs. The customer's VPN connectivity issues cost an average of 4 hours overhead time. Additionally, commissioning required an engineer to travel to the site with a limited timeframe.

## APPROACH

The customer used HMS Networks' Ewon Cosy to make remote access easier to obtain. This also made their facilities' infrastructure more secure while decreasing their commissioning and troubleshooting efforts.

## SOLUTION

- The use of the Ewon Cosy allowed the customer to forgo the need for traditional VPN and allowed facilities' IT departments to connect via Ethernet cable
- The use of the Ewon Cosy helped decrease commissioning and troubleshooting time and cost
- Rockwell Automation Logix Controller product line makes it easy for customers to interface remotely using their RSLogix™ interface

## RESULTS

Commissioning and troubleshooting costs **lowered** by at least 25%



Commissioning became **remote** with troubleshooting session costs cut down to roughly 1 hour



Decreased amount of **time and money** required for training new engineers



## ABOUT HMS NETWORKS

- HMS Networks creates products that enable industrial equipment to communicate and share information
- Easy-to-use remote access makes troubleshooting and commissioning more cost-effective
- HMS' Cosy remote access product is a black box solution to enable remote access easily, securely, and effectively