

REAL-TIME DIAGNOSTIC INFORMATION FOR OPTIMAL SUPPORT

Contiweb products are manufactured to the highest specification and quality, with maintenance programmes designed to ensure minimal disruption to your production. However, in the event of a problem or interruption to your operations, Contiweb will strive to limit the negative impact to the minimum.

24/7 Access to Your Contiweb Machines

Contiweb offers the option to connect your equipment to the Contiweb database, which enables remote machine communication with a Virtual Private Network (VPN) connection. This way, Contiweb can only retrieve data from your Contiweb machine. Interaction or access to your other non-Contiweb machines is not possible. Your network is protected from further Contiweb or third-party access. The VPN connection provides diagnostic data which is available 24 hours a day, seven days a week and every day of the year. With real-time diagnostic information we can offer you optimal support through the Contiweb customer support hotline.

Contiweb SecureVPN features

- Secure connection to each machine.
- Connection to Contiweb diagnostic service for 24/7 trouble shooting.
- Installation and commissioning in three simple steps.
- Limited investment in time and money



Benefits

- Diagnostic data available 24 hours a day, seven days a week and every day of the year
- Diagnostic data represents a major tool to solve malfunctions and breakdowns online and consequently, reduce service costs.
- Provide optimal support through the Contiweb Hotline, 24/7.
- Prevent potential technician visits on site which saves costs.
- Option to participate in the **P.A.R.S.**-program.
(Pro-Active-Remote-Service).

Installation and Commissioning in Three Simple Steps

In most cases, installation of the Contiweb SecureVPN connection can be carried out by your own technical team. Contiweb guides you through the entire process and provides remote assistance if required.

Installation consists of three simple steps:

Step 1. Contiweb makes a small software application available. After installation, the software tests whether the network connection meets the conditions and generates a report.

Step 2. In addition, you will receive a form with four questions about your network settings for the configuration of the VPN Router. After returning the form, Contiweb will;

- prepare and pre-program the router and the RJ45 module (s)
- provide the hardware and software.
- provide a manual and a software program to install the VPN connection

Step 3. After receiving the pre-programmed hardware and software, your technical department can easily implement installation and commissioning.

This simple installation offers you several advantages:

- No Contiweb on-site intervention required
- Only minimal effort is required from you thanks to Contiweb's preparatory work
- Support during installation, from our technical department, if necessary

More information

If you would like to know more about the Contiweb SecureVPN connection to your Contiweb machines, or if you would like to receive a quotation then please do not hesitate to contact us. You can find our contact details below.

