

## **ABP Complete Customer Care: Easy remote access to systems with Industrial Remote Communication**

*ABP Induction is completely converting to proven Siemens technology for network components so that customers can use ABP Digital Services*

**Increasing bandwidths, higher speed, more performance and lower costs are all opening up new possibilities for communication in industrial environments. Numerous ABP customers are already harnessing these potentials with the well-known Linksys router solution. But technical development is progressing: ABP is discontinuing its support for the Linksys router solution because the component no longer meets the current state of the art in security technology. It is all about careful logging of accesses – and their secure encryption. ABP Induction has a safe solution for this.**

ABP Induction has developed a secure, future-oriented solution to ensure that users are on the safe side when networking their globally distributed systems, remote machines or mobile applications: the ABP digital Expert on Demand (dEoD) in conjunction with SCALANCE network components from Siemens. In terms of the technical basis for networking your system, this means: ABP will rely on Siemens technology in the future, and with a wide range of modems and routers, offers the ideal remote network connection via leased line, telephone, mobile phone or Internet – whether wired or wireless, IP-based or analog.

The IP-based network components of the SCALANCE M and SCALANCE S series protect remote networks and the communication between them against unauthorized access and data espionage with the integrated security functions firewall and VPN encryption. Moreover, the SINEMA Remote Connect management platform enables the highest degree of security and easy administration of communication connections.

"The greatest advantage is that users are immediately able to start using the extensive remote services. In the future, ABP Service will use augmented reality to support users in service cases and can solve technical problems remotely," explains Markus Fournell, VP Global Service & Digital Products at ABP Induction. Everything is documented in the myABP portal, so that users have an overview of all machines and systems at all times. Operators therefore need to keep up with technical progress and not only secure the latest network technology from Siemens, but also the digital competence of ABP.

The secure SCALANCE M portfolio consists of industrial routers for wireless or wired access. Siemens products enable the efficient connection of stationary and mobile subscribers to a control center. Comprehensive security functions, such as firewall and VPN encryption, provide protection during data transmission. Industrial Security Appliances SCALANCE S provide secure access to globally distributed systems, machines and applications. "Siemens devices protect automation cells and all devices without their own protective functions against unauthorized access such as espionage and manipulation", says Markus Fournell.

Using the IP-based network components ABP protects remote networks and the communication between them against unauthorized access and data espionage by means of the integrated security functions firewall and VPN encryption. Moreover, the SINEMA Remote Connect management platform enables the highest degree of security and easy administration of communication connections. "In conjunction with the portal myABP.com you can look forward to a fantastic package of benefits", says Markus Fournell. This includes the flexibility of being able to be supported by every ABP service

engineer "on the road". This is accompanied by higher availability of the system, detailed logging of all accesses and increased security thanks to high encryption. Access is only established to the system network, not to the customer network. Upgrades and patches are carried out by the manufacturer Siemens; this means that ABP customers use a proven industrial solution from a well-known German manufacturer in addition to the high-quality ABP furnace components. And: The server is located in Germany and it is hosted and operated locally in Dortmund.

The following packages are available:

PACKAGE A: Siemens Router, 3 months digital Expert on Demand Flat, 3 months myABP.com flat rate, EUR 4,500

PACKAGE B: Siemens Router, 12 months digital Expert on Demand Flat, 12 months myABP.com Flat, 12 month flat rate for EUR 999

PACKAGE C: Siemens router, cabling, step-by-step installation instructions and test, EUR 2,200

The ABP experts are pleased to provide customers with advice on which router is ideally suited to their respective systems. Contact is established very quickly: "Customers simply contact our technical hotline +49 231 / 997-1111 or send an e-mail to [service.de@abpinduction.com](mailto:service.de@abpinduction.com), so that an appointment can be arranged at short notice," explains Markus Fournell.

### **About ABP Induction**

ABP is a leading manufacturer of induction furnaces and systems for inductive melting and holding for the metal and metalworking industries. ABP is an expert in melting, pouring, holding and heating iron, steel and non-ferrous metals with design, production, assembly and services for foundries, forges and steelworks. The ABP Induction Group with over 400 employees has companies in the USA, Mexico, Sweden, Germany, South Africa, Russia, India, Thailand and China. It is represented by service and sales partners in most of the world's industrialized countries.

### **Press contact**

ABP Induction Systems GmbH  
Ulrike Szymura  
Kanalstr. 25  
44147 Dortmund  
Tel.: +49 231 997 2633  
E-Mail: [ulrike.szymura@abpinduction.com](mailto:ulrike.szymura@abpinduction.com)