FRONTMATEC

Remote Access

Your secure gateway to Frontmatec Instruments

Remote service

Frontmatec Instruments has a solution for remote access to connected equipment situated at customers' sites.

Our Remote Access solution enables our service organisation to evaluate the performance of critical equipment: build customer specific reports, download images and log files for tests etc.

This solution offers support right away after a critical situation has been reported to our service organization and as well as being cost effective for our customers it also requires a minimum of 3rd party software licenses.

The Fat-O-Meat'er II™ has a built-in Software Ethernet Utility that enables operator initiated communication. Other products require a Remote Ethernet Device at customer end, supplied by Frontmatec Instruments.

The Frontmatec Instruments Remote Access solution is intended to provide a robust, high speed and safe access between a central service platform at Frontmatec Instruments headquarters and the equipment situated at customers' sites.

The gateway is only accessible by personnel authorised by Frontmatec.

The Remote Access solution only requires that the customer provides direct access to the internet.

Why the Remote Access!

- Reduced service cost through remote troubleshooting
- Reduced down-time by easy remote access
- Reduced costs of software upgrades or configuration
- Optional daily status log sent to Frontmatec server*
- Optional status reports with benchmarking

* Requires service agreement

Product	Remote service check	Remote bug fixing	Remote configuration	Remote software update [2]	Status report [3]
AutoFom III™ [1]	✓	✓	✓	✓	✓
Fat-O-Meat'er II™	✓	✓	✓	✓	(✓)[1]
NitFom™ [1]	✓	✓	✓	✓	✓
BCC-3 [1]	✓	✓	✓	✓	✓

[1] Requires the remote ethernet device solution
[2] Remote Access subscription does not include the cost of software updates
[3] Requires a service contract

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