



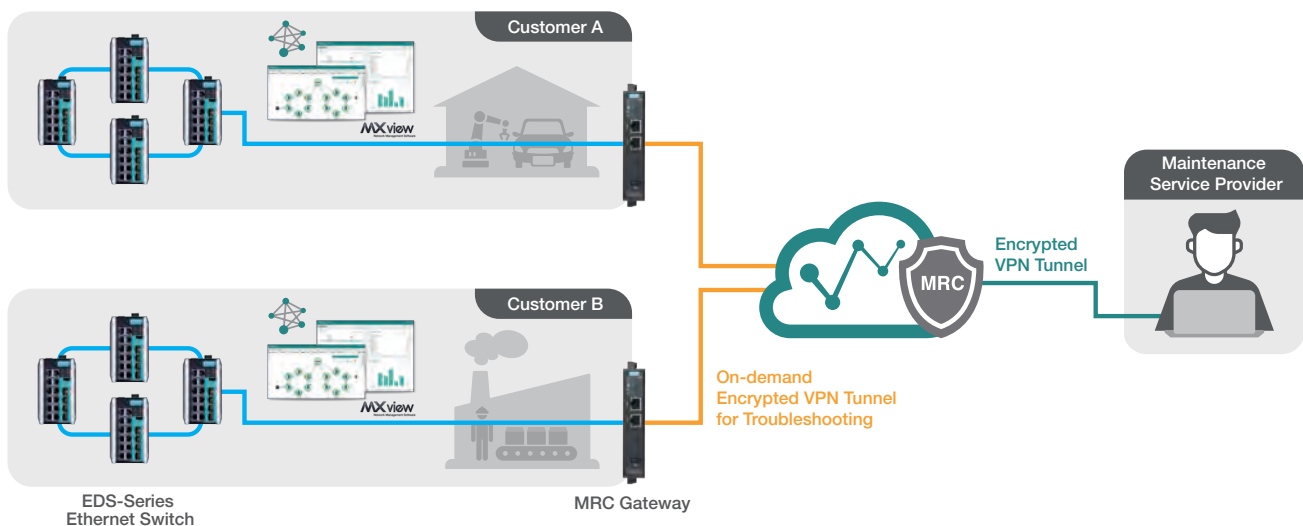
Scenario 2

Remote Network Monitoring and Maintenance as a Service

Digital transformation encourages customers from different industries to focus more on OT network as network infrastructure becomes increasingly complex and the number of connected devices grows. To better help these customers manage and maintain their network smoothly, network service providers require a simple solution for responding to service requests from multiple customers and solve issues as quickly as possible. Real-time remote servicing allows service providers to overcome geographical limitations and streamline their customer service. However, customers often do not want to expose their whole network to external access in order to protect sensitive information and company assets. Therefore, service providers would prefer a solution with user-customizable access control so customers can ensure the safety of their network when providing access for remote maintenance services, eliminating any concerns about security.

Customer needs:

- An easy and quick way to help customers troubleshoot and maintain their operations from anywhere, at any time, saving both time and cost
- Strong cybersecurity features with reliable access control to assure their customers that the remote connections only allow support engineers limited access to the customer's network management software



Moxa's Solution

Customers can install Moxa's MXview network management software on-site to perform basic network management. If any issues arise that customers cannot handle themselves, service providers can easily access the MXview instance at the customers' site remotely via Moxa Remote Connect (MRC)'s encrypted VPN tunnel and perform real-time troubleshooting. To address concerns about security, MRC provides customers with access control tools to set restrictions where needed, including access to specific network areas, access time and authorized users. With MXview and MRC, service providers can easily offer remote assistance to multiple customers in a safe and controlled network environment.

Why MRC and MXview

- Remotely maintain customer networks from anywhere at any time, significantly reducing troubleshooting costs and resources
- Improve troubleshooting efficiency by quickly locating problems with visualization tools
- Ensure the customer's network cybersecurity through secure, encrypted connections.

Realize Simple Network Management in the “New Normal”

When adapting to the digital “new normal,” automation engineers and maintenance service providers look for intuitive network management solutions to deal with the new challenges of increasingly complex networks. As maximum uptime is critical to keep business going smoothly, remote network management becomes an invaluable tool for handling emergencies quickly and efficiently.

Moxa Remote Network Management Solution Simplified, Centralized, Secure

MXview
Network Management Software



Enhance Business Continuity



Secure Remote Access

Easy to Use

Any engineer can easily set up remote access, even if they are not familiar with VPNs or know the public IP. With user-defined access control, third party engineers can remotely access and troubleshoot issues together with end users while making sure their network stays safe.

Immediately Respond to Events

With visual network management software, customers can easily manage fragmented network systems and react swiftly to events. With a complete network topology, engineers can identify problems on the spot and fix them in real-time.

Secure Network Data Protection

An encrypted VPN tunnel and customizable access control secure the network data from unauthorized access, data theft, leaks, and other cyber threats.

Flexible and Cost-efficient

Engineers can access MXview remotely to view data from any location network site and take action if necessary. This significantly increases the flexibility of the maintenance team, saves time and cost on traveling, and minimizes downtime.

Featured Solutions



MXview Industrial network management software

- View the Network Status at a Glance
- Quickly Resume Operations
- Minimize Downtime Through Timely Alerts

www.moxa.com/MXview



Moxa Remote Connect Remote connection management platform

- Easy to Set Up
- Enhanced Security
- Flexible Connectivity

www.moxa.com/MRC