

**Get their best.**



**Are you  
talking to me?**

**Talk2M**

## Get their best.

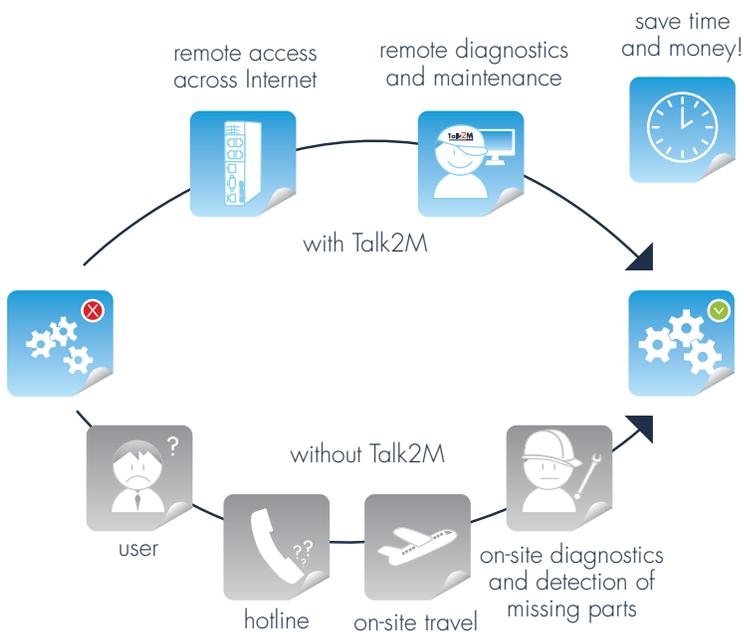
### WE CONNECT YOUR MACHINES

Talk2M is a Web service designed to address the growing need for broadband and wireless access for remote maintenance, diagnostics and access to distant machines. The key added value of Talk2M is the full integration of IT security standards by enabling an Internet communication tunnel between the user and the remote machine without any IT network security setup changes on either end. This major breakthrough allows easy deployment while eliminating the associated IT difficulties. Fully compatible with the products of leading international PLC manufacturers, Talk2M sheds a new light on broadband remote access and maintenance.

## TALK2M HELPS YOU TO MOVE FROM A REACTIVE CUSTOMER SERVICE MODEL TO A PROACTIVE MODEL

Global competition, increased customer demands, difficulties in recruiting qualified staff and price pressure create significant challenges for companies that aim to provide high levels of service and support and this service and support can be your competitive advantage for future business. Many OEMs are investing more in the control aspects of their machines, because this lets them demonstrate added value by improved engineering, maintenance, training, disposal, parts and service, installation, and downtime. These trends are all significant challenges for you.

To help you meet these challenges, eWON has developed Talk2M, a fully secure, scalable, Web-based turnkey remote access solution. Our profound experience and knowledge with eWON and remote connectivity solutions put us in an excellent position to boost your success and give you a powerful competitive edge.



## TALK2M: A NEW, SMART, WEB-BASED REMOTE ACCESS METHOD

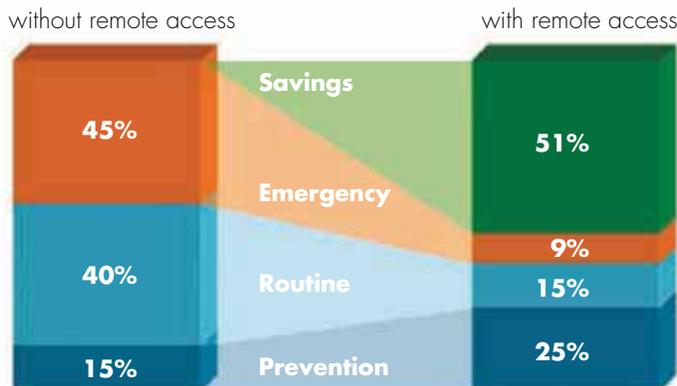
We help you connect to your machines seamlessly and save you the trouble of implementing worldwide Web-based remote access solutions involving many different technologies and media. Talk2M makes things smarter, so you can concentrate on your core business.

# Talk2M



**Hey boss,  
is everything OK  
with me?**

## TALK2M HELPS YOU REVOLUTIONIZE YOUR CUSTOMER SERVICE AND DEMONSTRATE ADDED VALUE



source : Gartner DataQuest

After deploying our Talk2M solution, you can use it to help improve your customer support, set up remote diagnostics, and prepare your maintenance activities. By cutting down travel expenses, you reduce your cost of service.

And this is just one example of what you can do with Talk2M. If you're not presently planning to implement remote access, read on to see how Talk2M can generate real benefits for your maintenance and service operations.

# Get their best.



## A TURNKEY REMOTE ACCESS SOLUTION



### R&D engineer

"The ability to identify and solve complex problems remotely leads to a better understanding of the machine and product improvements."



### Customer service

"First and foremost, our goal is to be able to solve problems remotely for customers in the event of a failure or problem. We are not IT engineers, and we want to maintain our equipment around the globe with mouse click."



### Account manager

"Dealing with competition requires customer focus. Feedback on machine use is essential for our work."



### Field maintenance engineer

"Unnecessary and costly on-site service calls can be avoided if we can implement remote diagnostics in the machine. This eliminates the problem of discovering that we are missing parts or tools after we are on site. Better prepared, scheduled service means we don't have to spend our valuable time traveling to remote locations."



### System integration engineer

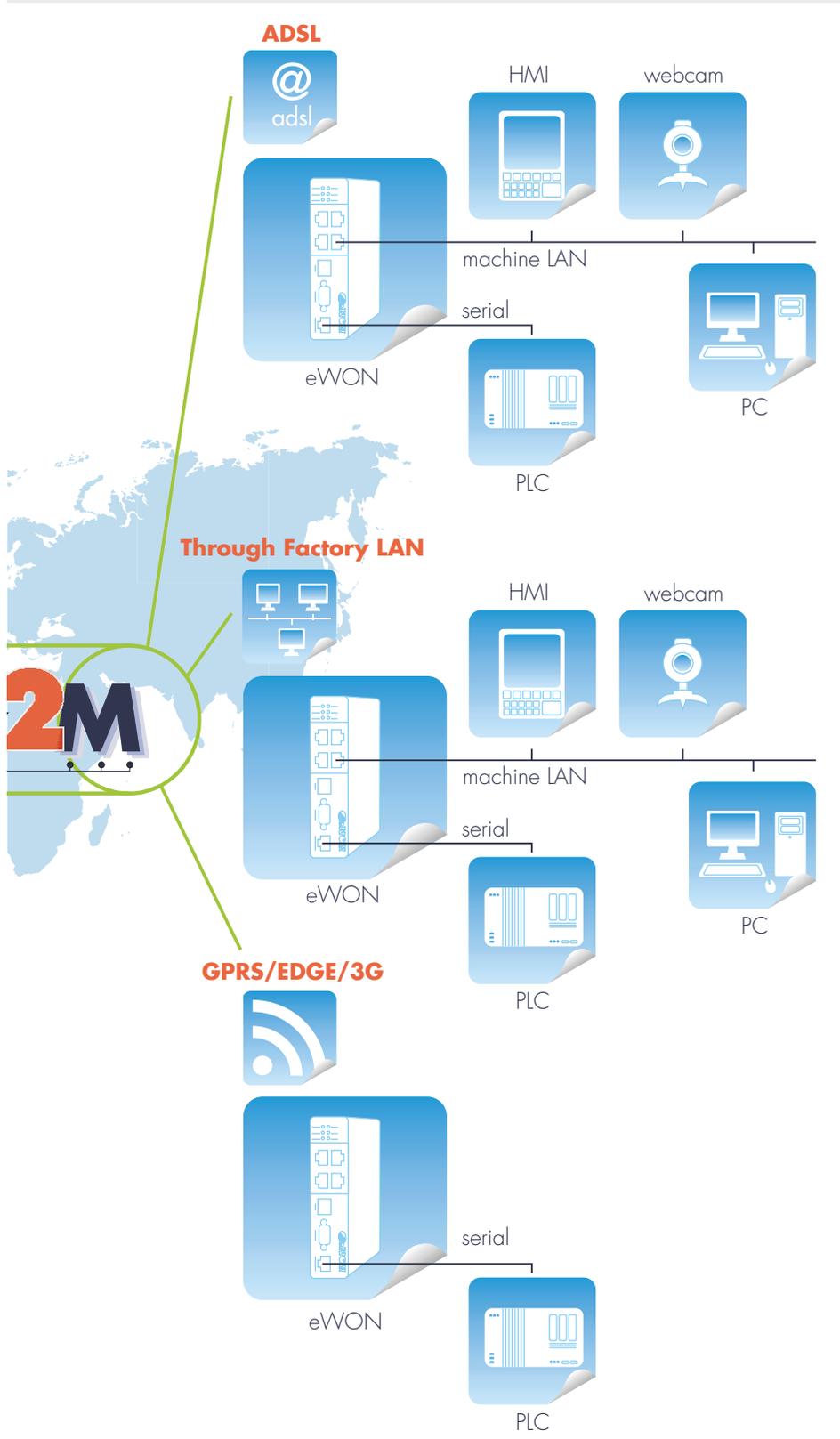
"Since we can check the PLC program remotely, I can adjust or modify the code developed for my customer. This is also very useful during installation and initial startup."



# Talk2M

## CONNECTING THE MACHINE END

This is where eWON expertise comes into play. All eWON units offer Ethernet and serial connectivity via specific drivers or protocols. All eWON platforms are available with wired or wireless modems. Our technology allows us to achieve perfect integration with existing networks. By targeting PLCs, we achieve full compatibility with a large variety of automated devices.



**// With Talk2M, I can connect and switch from the Melbourne site to Ghent in three seconds according to Patrick Delcour, Project Manager, IBA //**

# Get their best.



User side

## KEY BENEFITS

### Improve your remote diagnostics

Remote machine diagnosis enables initiation of the best course of action for problem resolution. When you are troubleshooting a problem or strange behavior in a machine controlled by a PLC, it is often difficult or even impossible to correct the problem if it cannot be reproduced by the service staff. In the worst case, on-site service is necessary to identify the problem, involving a local technician and all the associated communication and language problems that may arise with the mechanical engineer or maintenance technician. Sound familiar? Talk2M lets you pinpoint problems in automated devices quickly without interfering with their operation.

### Reduce your total cost of service

With the changing economic situation, we are seeing cost sensitivity being driven even more by increasing competition. When the purchase price represents only 40 % of the average total cost of machine ownership, effective planning and scheduling are among the critical processes for an efficient and cost-effective service organization. Studies show that service costs can be reduced up to 50% by eliminating emergency service calls. And with the downsizing of corporate engineering departments, it is essential to reduce the number of field service calls that have to be handled by a limited team that is responsible for more and more machines.



## BANDWIDTH

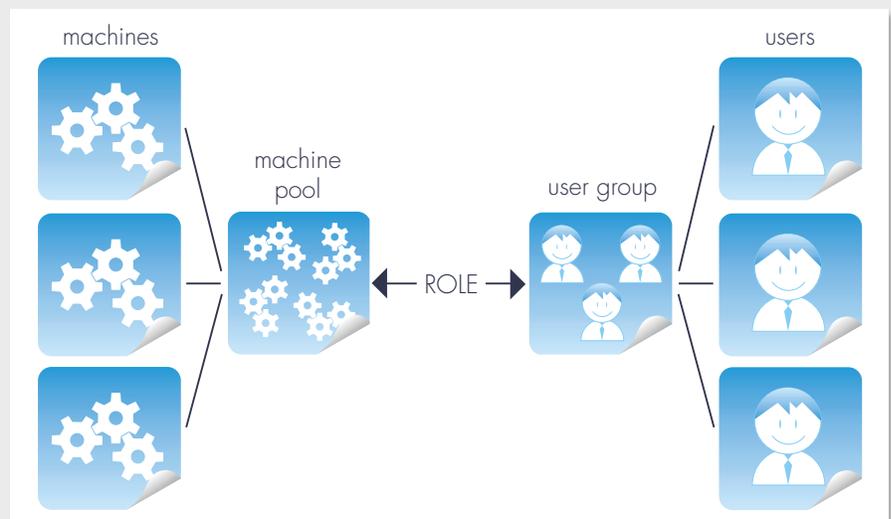
If you experienced the early day of remote access, you may have some bad memories of sluggish connections and time-consuming, inefficient downloads. Thanks to modern technologies and the phenomenal growth of high-speed Internet service, these have become a thing of the past. Talk2M is designed to address the growing need for broadband access and offers 3G, ADSL and LAN connection options.

## EASY DEPLOYMENT AND IT FRIENDLY

Today the Internet offers exciting prospects for industry players, but it also brings more IT complexity. Talk2M solves this problem by making things smarter. Instead of dealing with the technical aspects of implementing remote access over Internet, Talk2M allows you to concentrate your efforts on developing, marketing and selling your machines. Our technology enables us to achieve perfect integration with existing networks.

## A FLEXIBLE, SCALABLE ACCESS CONTROL

Talk2M is designed to enable multiple users in the same Talk2M account to access remote machines. The account's users share the same global list of eWONs. A set of user permissions can be defined to manage users and eWONs.





**It almost feels like you're standing close to me.**

## A USER-FRIENDLY REMOTE ACCESS DASHBOARD

You're online! Now you can establish a remote connection via Internet faster and more easily than ever before

Browse the machine LAN

Create machine pools  
 Manage user group access permissions for machine pools

Your single click access to your machines worldwide

The screenshot shows the eCatcher Pro interface with the following components:

- Active connection:** Shows a connection to RX-209 with IP 10.8.4.55, remote network 10.1.100.53/32, and user 'fmt' in Pool A.
- eWON List:** A table listing various machines and their connection details.

Name	Status	Description	User(s) connected	Pool
RX-204	Online	Melbourne / BBA (LAN)	r&d	Pool A
RX-209	connected (10.8.4.55)	Brussels / BBA (LAN)	fmt	Pool A
211RAB12	Offline	Paris / Optim (ADSL)		Pool B
212RAB12	Offline	Toronto / Optim (3G)		Pool C

Machines are grouped into a "machines pool"

# Get their best.



Talk2M server side

## KEY BENEFITS

### Demonstrate value to your customer

Keeping up with a globalized, 24/7 world of continuous production has never been easy, but your customers now demand it more than ever. Given the cost of stopping a production line, the Talk2M remote access solution offers a rapid return on investment. Being able to provide immediate response means uptime and productivity optimization for the customer.

### Improve product management

Improving product management and machine engineering is the joint responsibility of R & D and the Customer Service department. Implementing Talk2M enables the Customer Service department to acquire useful information. Monitoring how your customers use your machines gives you a more accurate idea of your market. This knowledge can be translated into machine re-engineering and new product development.



## SCALABLE, HIGH-AVAILABILITY ARCHITECTURE

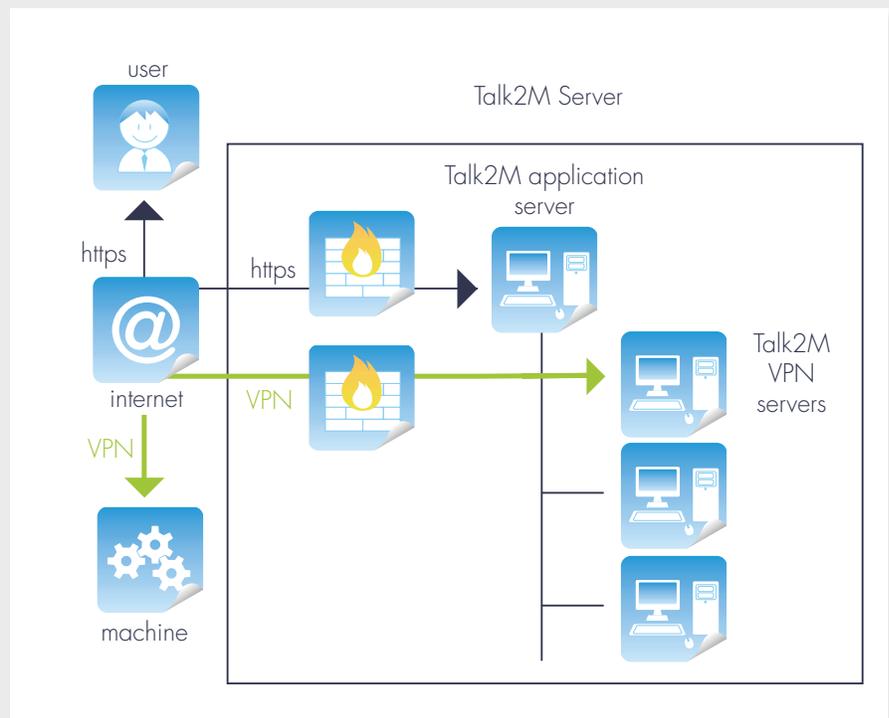
Talk2M is designed with scalability and availability in mind. Talk2M provides scalability up to 100,000 nodes and around-the-clock availability with maximum reliability. Servers are protected by failover and replication technology in case of failure. Talk2M is an industrial-grade service which means that eWON SA can provide 24/7/365 service for servers and customer service.

// 24/7/365 service //

## DATA INTEGRITY AND SECURITY

// Security is Talk2M's number 1 priority //

Security is Talk2M's top priority. Our solution employs the same high levels of protection used by banks, financial institutions and secure online shopping sites. The integrity of your data is never at risk.





**SIEMENS**



**OMRON**



## ONE SINGLE USER EXPERIENCE

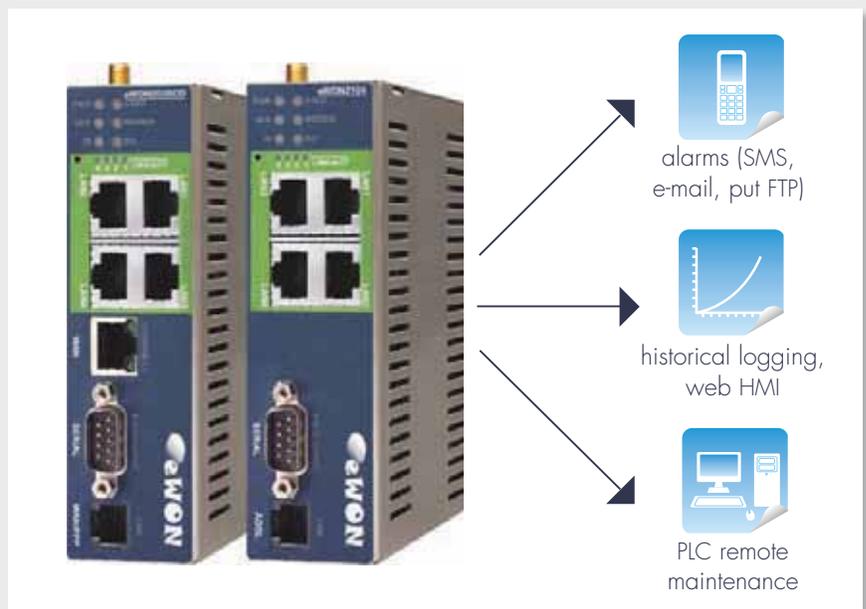
You don't have to change your usual working methods. Modem or Internet, Talk2M offers you the same dialing experience. No matter whether you call the remote site directly or access it with Talk2M, you work in a single communication environment that combines the ease of a dial-up link with added value.

**// we offer you the same dialing experience //**

## MULTI PLC CONNECTIVITY

Depending on customer requirements, modern machines may include different brands of PLCs and different communication protocols. Managing different types of remote access tools increases complexity and this is where eWON technology comes into play. Fully compatible with PLCs from leading international manufacturers, Talk2M and eWON shed a new light on PLC remote connectivity. They provide a uniform remote access solution for all kinds of machines. At every step, Talk2M and eWON make your job easier //

At every step, Talk2M and eWON shed a new light on PLC remote connectivity. They provide a uniform remote access solution for all kinds of machines. At every step, Talk2M and eWON make your job easier.



Fully compliant with world leading PLC manufacturers

# Get their best.

## Talk2M products

### KEY BENEFITS

#### Create service revenue

Talk2M lets your organization to rethink customer service and convert it from a cost center to a profit center. Supported by the implementation of Talk2M, you can offer a variety of service agreements, ranging from simple on-demand service to an extended, full warranty package.

#### Improve your image of a carbon-neutral organization

Reduce your emission footprint by avoiding unplanned, recurrent on-site travel. Integrating the carbon issue is a responsible form of behavior that enables you to get a head start on more stringent regulations and develop expertise. Your image as a "carbon-neutral" organization, or one that is heading in this direction, is valued by customers, employees, shareholders, suppliers and public authorities.



### Talk2M Free, the eWON Internet connectivity tool

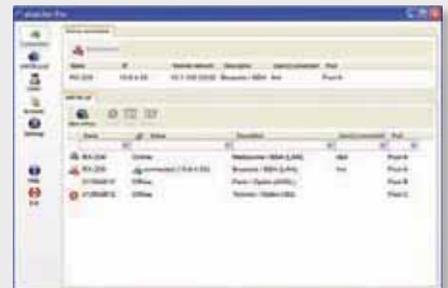
- Free basic remote access to machines
- Plug & Play



Get it now at [www.talk2m.com](http://www.talk2m.com)

### Talk2M Pro The fully secure, scalable remote access solution for your diagnostics, maintenance and customer service

- Data integrity and security
- High availability with mission-critical hosting
- A flexible, scalable access control
- Easy deployment and IT friendly
- Powerful user interface



### Talk2M Enterprise



This software package option is for intermediate and advanced developers who are comfortable with hosting and maintaining a Web server application.

Full setup procedures for hosting your own user-managed version of Talk2M. Available soon.



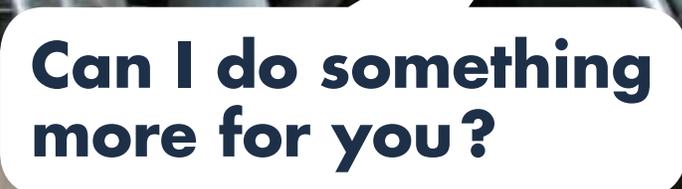
**Do you want  
to chat with me?**

The logo for Talk2M, featuring the word "Talk" in black, "2" in orange, and "M" in black, with a stylized underline consisting of three dots.

# Talk2M

eWON sa  
10a, avenue de l'artisanat  
1420 Braine-l'Alleud  
Belgium  
[www.talk2m.com](http://www.talk2m.com)

Distributor list available  
on Talk2M website

A white speech bubble with a black outline, containing the text "Can I do something more for you?".

**Can I do something  
more for you?**

**You Select**

**We Connect**

The eWON logo, featuring the word "eWON" in blue and black, with "ACTL group" in smaller text below it.

**eWON**  
ACTL group