



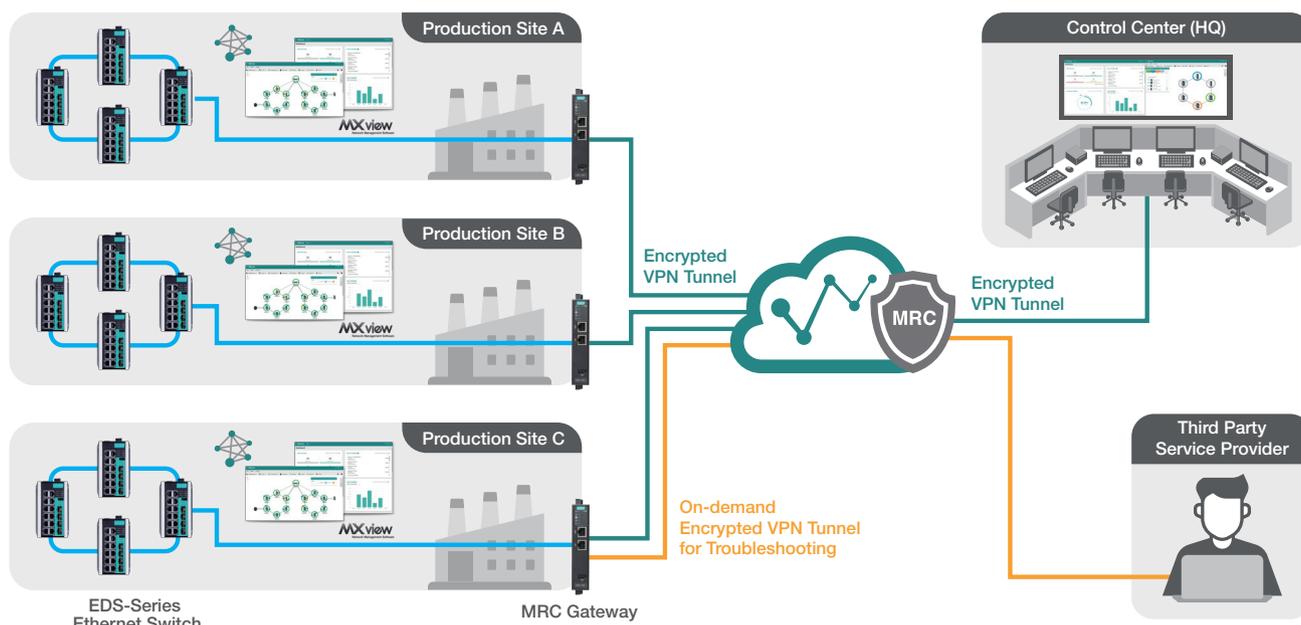
## Scenario 1

# Centralized Network Management for Scattered Facilities to Ensure Network Uptime

Manufacturers with facilities scattered across multiple locations require expansive networks to sustain operational effectiveness and efficiency. To manage such large and disperse networks, having a complete view of the network from a central location is essential for remotely managing operations at each site. This would allow engineers at the headquarters to view live data from any remote site and take the appropriate action, or call in the help of third party support services if needed. However, setting up VPN connections to allow remote access requires extensive IT knowledge, something many automation engineers are not familiar with. These remote connections also need to be secure and protect the network against unauthorized access, data theft, leaks, and other cyber threats, which is also challenging for operators to set up without any assistance.

## Customer needs:

- A remote and secure centralized network management solution to ensure network availability
- Easy-to-use remote access without time-consuming setup processes or the need for extensive IT knowledge
- The ability to allow engineers at the headquarters to remotely fetch network status data from any site and collaborate with third party service providers when needed.



## Moxa's Solution

With Moxa's MXview network management software, engineers can manage all selected network components via a web browser. The MXview instances installed at the scattered remote sites monitor the local network and send data back to the MXview at the HQ control center using Moxa Remote Connect (MRC). MRC is a cloud-based secure remote access solution with enhanced cybersecurity features to protect network data. If any incident occurs, engineers at the headquarters can remotely access the on-site network device via MRC's secure VPN connection. Moreover, MRC allows third party service providers to access the network temporarily to assist HQ engineers with troubleshooting.

## Why MRC and MXview

- An easy-to-use remote network management solution that doesn't require in-depth VPN knowledge or a public IP
- Remotely manage and monitor your network through a centralized dashboard and real-time topology
- Simplify third party collaboration and streamline troubleshooting

# MOXA®



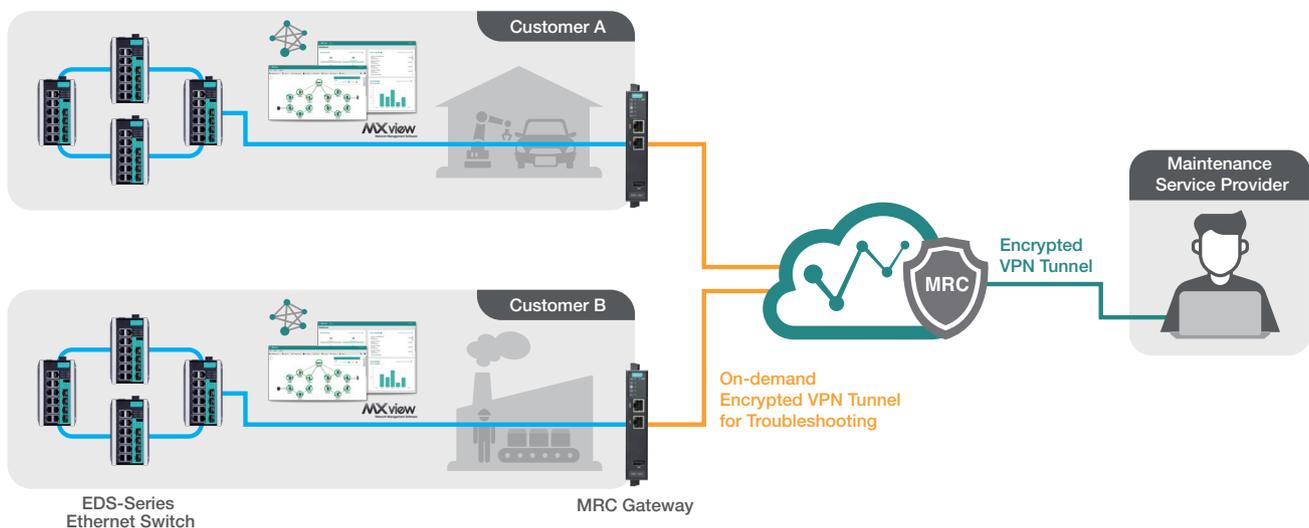
## Scenario 2

# 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



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](http://www.moxa.com/MXview)



### Moxa Remote Connect Remote connection management platform

- Easy to Set Up
- Enhanced Security
- Flexible Connectivity

[www.moxa.com/MRC](http://www.moxa.com/MRC)