



# High Security Remote Maintenance Solutions for Manufacturers and Service Providers



**genja**  
Security first.

# Secure and Convenient Remote Maintenance of Machine Plant and IT Systems

Offering customers a remote maintenance service is an attractive option for manufacturers and service providers: You are able to monitor plant and machinery or IT systems via the Internet, to react quickly in the event of defects and to carry out preventive maintenance. This convenient support requires a lot less effort than on-site service by a technician and ensures the smooth operation of plant and systems. This means that you can keep your customers satisfied – and expand your business.



## Maintenance Access in Sensitive Customer Networks

You need to be able to access machine plant or IT systems in order to be able to provide remote service via the Internet. However, these are usually integrated in customers' production networks or LAN – you are therefore accessing an extremely sensitive area. Your remote maintenance solution has to meet high security requirements before customers will allow you access. Any misuse of the maintenance access – such as unauthorized penetration or infiltration with malicious code – has to be prevented reliably. In order to be able to show “who has carried out what” in a customer's network, all service personnel activities should be recorded in a form that will hold up to an audit. In addition, to support a wide range of customers, manufacturers and service providers have to ensure that their remote maintenance solution is comfortable to operate and to administer as well as simple to integrate in varying customer networks.

## The Requirements for Remote Maintenance Solutions:

- Top quality IT security
- Audit-proof recording of all actions
- Comfortable operation and administration
- Simple integration in customer networks

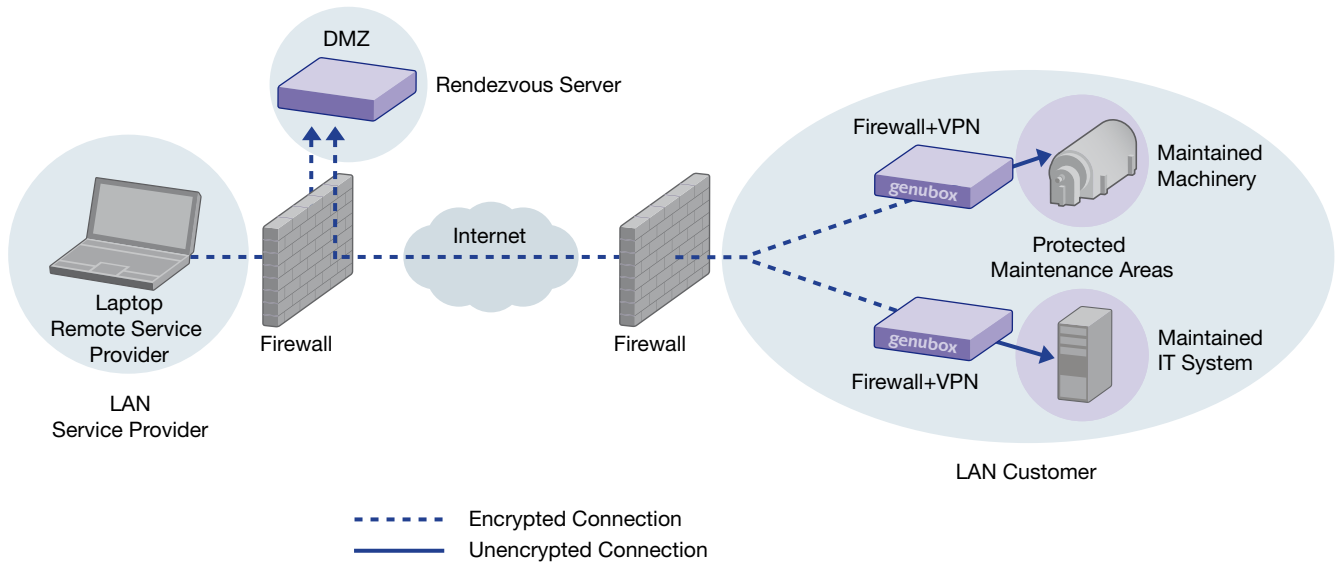
## Secure Solution: Rendezvous in the DMZ

genua provides a remote maintenance solution that meets these requirements. Our concept: One-sided access to customer networks by remote maintenance personnel is not allowed. Instead all maintenance connections are routed via a rendezvous server, which is installed in a demilitarized zone (DMZ) alongside the firewall. At a prearranged time the maintenance service and the customer both establish connections to the server. The connection through to the customer's network is only allowed once the rendezvous has been established. The service personnel are then able to directly address the machine plant or IT system in the customer's network. The rendezvous solution means that the customer retains the full control over maintenance access to their networks. Our experience is that this feature is often a decisive argument in removing doubts about security and winning new customers.

## Strong Encryption – Made in Germany

Strongly encrypted and authenticated point-to-point connections are used to access the rendezvous server – network linking does not occur. The encryption and authentication procedures used by genua, the German manufacturer, cannot be broken with today's technology. This ensures that only authorized users are able to access the server and that communication can neither be intercepted nor manipulated. It is only necessary to install a remote service appliance genuabox in the customer's network. This compact device serves as an access point for the encrypted connection and, with its integrated firewall, it shields the system being maintained from the rest of the customer's network during maintenance. This ensures that the connection can only lead to the object being maintained and that access to other systems in the customer's network is not possible. These measures guarantee a very high degree of security – for you as well as for your customers.

## Setup with Rendezvous in the DMZ



### The Customer Has an Eye on All Connections

A top quality IT security is a strong argument in remote maintenance. However, you establish even more trust with the customer when you clearly show and document all remote maintenance activities. Our solution includes comprehensive monitoring: All service activities can be followed live by the customer over the user interface as well as recorded on video and securely archived, meaning that the customer is always able to keep track of external access to their network. The documentation can also be important for you: If a critical situation should occur in the customer's network and you as an external service provider are implicated, you are easily able to provide documentation of all your activities and, for example, repudiate unjustified claims for recourse.

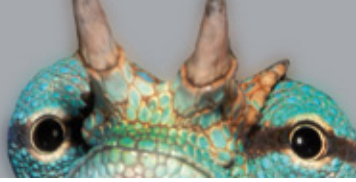
### Simple to Operate and with Centralized Administration

Our remote maintenance solution is operated with a convenient Windows app: Service personnel are able to establish maintenance connections to the rendezvous server with a mouse click. When the customer has also established his part of the connection, service personnel can directly access the machine or IT system to be maintained. The Windows app for the service personnel can be installed on any current Windows system – administrative rights are not required. The

administration of the remote maintenance solution is carried out via a central management station. This can also be used for the operation of larger installations with many maintenance connections, enabling you to make your customers attractive offers for remote service with little overhead. And you can easily extend your range of services as the demand for this comfortable solution increases.

#### Our Customers:

- BLV Licht- und Vakuumtechnik
- Bornemann Pumps
- Franken-Schotter
- Freudenberg Group
- KASTO Maschinenbau
- Klüber Lubrication
- MAN
- manroland
- MTU Aero Engines
- Munich City
- Schober Information Group
- Swarco Traffic Systems
- VERMOP Salmon
- WMF



*genubox 100c compact appliance for server rack*



*genubox 100im for mounting on DIN rails*

### On-Site Integration without Overheads

It is only necessary to install a remote service appliance genubox in the customer's network as an access point for the system being maintained. This appliance is simple to integrate so that your customers have as little inconvenience as possible: The genubox is preconfigured and only has to be connected to the customer's network. As firewalls generally allow outgoing connections, it should now be possible to access the rendezvous server from the customer's network – completing the configuration of the remote service solution. The range of genubox models that is available is intended to simplify the integration of a suitable solution for your customers. You have the choice of maintenance-free appliances for top hat rail mounting, stand-alone systems for office environments and rack server solutions. When a high availability solution is required, two systems can be bundled to form a cluster.

### Competent Support Direct from the Manufacturer

You receive support for the remote service solution directly from genua themselves and if required we can take over the complete system management. Support specialists would then regularly monitor your installation and take care of all the administration. We also provide hotline support that will provide competent answers to all your questions, as well as a regular update service. We would be pleased to put together an individual support package to provide an optimal solution for your needs. We provide a next business day replacement service for customers in Germany: If a system should fail, you will receive an identical replacement on the next working day. We send customers in countries outside of Germany exchange devices as quickly as possible.

### The Advantages of Our Remote Maintenance Solution:

- Reliable protection of remote maintenance access
- Encrypted data transfer using VPN technology made in Germany
- Protected maintenance area in customer networks
- Audit-proof recording and live viewing of all maintenance activities
- Convenient operation using a Windows app
- Central administration from a management station
- Simple integration in customer networks
- Maintenance-free industrial hardware
- High availability clusters
- Customer service direct from the manufacturer

### About genua

genua is a German IT security specialist. Since our company was founded in 1992, we have been involved in securing networks and developing sophisticated solutions. Our business activities include firewalls certified to the international Common Criteria (CC) standard, high-security gateways and diodes for sensitive network interfaces, VPN and remote maintenance systems, mobile security solutions, and a wide range of services. Our solutions are developed and manufactured in Germany. Many companies and public authorities rely on solutions from genua to protect their IT.

Further information:  
[www.genua.eu/genubox](http://www.genua.eu/genubox)

[www.genua.eu](http://www.genua.eu)



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