



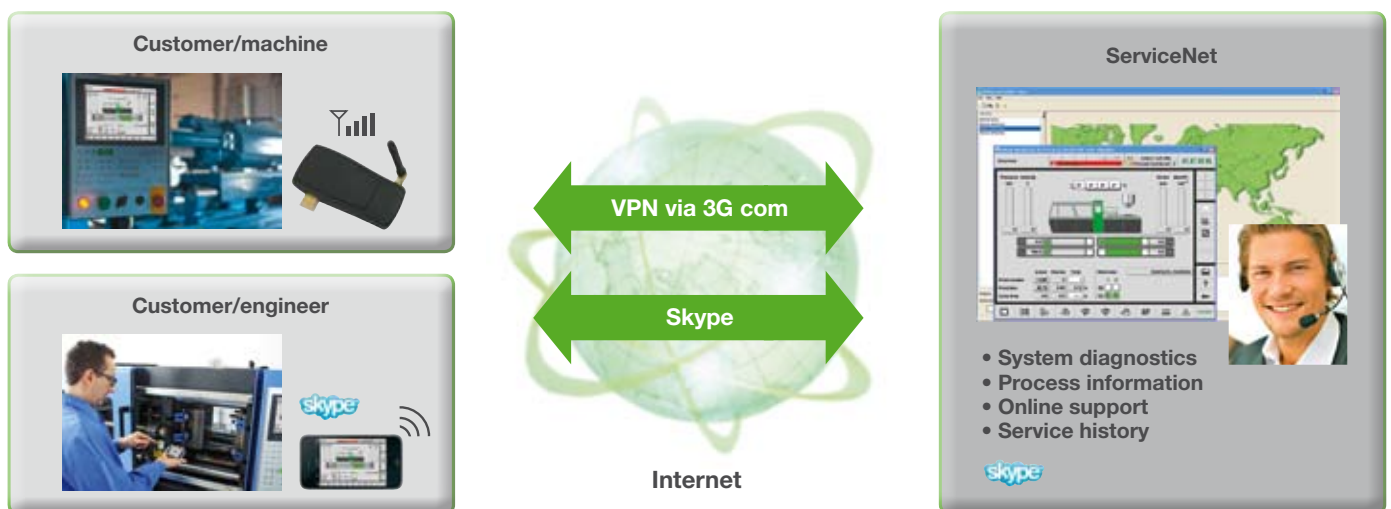
First aid  
for your machine



**KePlast ServiceNet**  
The comprehensive remote support  
for injection molding processes

KePlast ServiceNet is an user-friendly plug & play solution for comprehensive remote-support and efficient monitoring of injection molding machines. Fast worldwide access to process data for service & support issues as well as for easy remote diagnostics is accomplished the same convenient way as it would be by operating the IMM's screen directly on site.

Service technicians from KEBA and from machine manufacturers also can deal with support enquiries quickly via an user-friendly software tool. A secure VPN connection to IMM and operator on site is established by a simple mouse-click. Furthermore KePlast ServiceNet concept contains extensive smartphone integration for cost-efficient, multimedia-based communication via Skype®.



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# KePlast ServiceNet – The comprehensive remote support for injection molding processes

## Secure and cost-efficient wireless internet connection

There is no need for any changes regarding the company's IT network, firewall or Internet access to establish a secure and fast connection via ServiceNet. No cables have to be installed and there is no demand for additional network components. Communication happens over a completely closed and direct UMTS/HSPA modem link (3G) using a secure VPN tunnel. There is no security risk at all.

## User-friendly plug & play concept







The communication module of ServiceNet is a fast UMTS modem which is delivered already fully configured. Additionally only a SIM card of a local mobile network operator is required. This clever communication concept stands for a cost-efficient and portable solution. The UMTS modem is needed in real service & support case only. Through its plug & play concept it can be employed for any number of injection molding machines.

## Comfortable operation with multimedia-based additional functions

For cost-saving and comprehensive communication between remote service technician and operator on site a standard smartphone with an installed Skype® client can be integrated easily into ServiceNet concept. Skype enables straightforward voice communication and offers helpful multimedia features like online chat as well as image and video transmission. These advanced communication possibilities ease efficient support and assist with quick solutions for troubleshooting.



ServiceNet combines secure remote access with modern, multimedia-based communication between operator on site and remote service technician. Effective global service & support for operation of injection molding machines is made possible conveniently by KePlast ServiceNet.

-  **Online chat**
-  **Audio communication**
-  **Video communication**
-  **Follow parameter changes on HMI screens**
-  **Additional service documents, drawings,...**
-  **Pictures or videos from webcam**

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