WORLDLINE

For machine manufacturers to secure and industrialize their remote servicing offering

WL Secure Remote Servicing

**Digital Payments
for a Trusted World**

Make remote servicing easy and secure across your plants with Worldline

Aftermarket service has been an increasingly important strategic focus area for manufacturers, especially with the pandemic which drove the move to Industry 4.0. However, improving aftersales opportunities does not come without cybersecurity challenges that need to be tackled at early stage. Thanks to Worldline core DNA in trusted services, WL Secure Remote Servicing is the solution you need to secure remote connections to/from your machines and to prevent from compromising your customers' environments.

Our secure remote access solution provides a variety of deployment options in heterogeneous and legacy contexts so there is no need to deal with complexity anymore, even on a global scale. Accesses are granted based on a least privilege basis so users' access rights are limited to only what are strictly required.

WL Secure Remote Servicing is the solution which efficiently complements your maintenance software and helps you focus on managing your relationship with your customers.

BENEFITS

-20 to -30%
travel costs

-15 to -30%
labour costs

+100%
proactivity towards customers

WL Secure Remote Servicing enables you to...

UPDATE FROM ANY LOCATION

The software can be updated at any time of the day using automatic file transfer. The guaranteed file delivery and order management functionalities ensure that transferred files and messages will be received by machines in the right order, even after a temporary internet connectivity outage.

COLLABORATE TO AVOID MISTAKES

Machine users and remote technicians can use WL Secure Remote Servicing to collaborate remotely, e.g. in order to provide training remotely or to answer questions from machine users and prevent mistakes being made which could damage the business.

OPTIMISE YOUR PERFORMANCE

Some of the data that is securely collected is directly related to machine usage and performance (operating hours, number of actions carried out per shift/day, etc.). Having visibility of this data can help you tailor your service offering to your customers' needs, ultimately leading to better asset management.

EDGE-SIDE INTEGRATION

Simple software installed on machines, servers on gateway devices. Flexible APIs available to integration with enterprise IT, Knowledge database and IoT/Data analytics platforms. Supports also RDP, VNC, HTTPS and TeamViewer.

ANALYSE AND FIX ISSUES

Events and input from technicians are gathered in a Knowledge Database to improve the first-time resolution rate. Technicians can connect to the machine and perform corrective actions using appropriate tools or they can inform local field technicians about the maintenance action required.

MONITOR IN REAL-TIME

Service technicians can configure advanced thresholds, filters and data enrichment using external sources such as a Knowledge Database. Alerts are recorded in the logbook and notifications are sent to different groups of people as well as incident management systems.

CONNECT WITH A CLICK

Your service support team has a one-stop shop for reaching all machines deployed by your customers. The complexity of the different underlying networks is hidden thanks to an easy and customer friendly set-up, which does not require new firewall openings.

MANAGE ACCESS

Different groups or users can access industrial machines with fine-grained permissions, matching the maintenance needs of complex organisations. An audit trail tracks the history of all connection events.
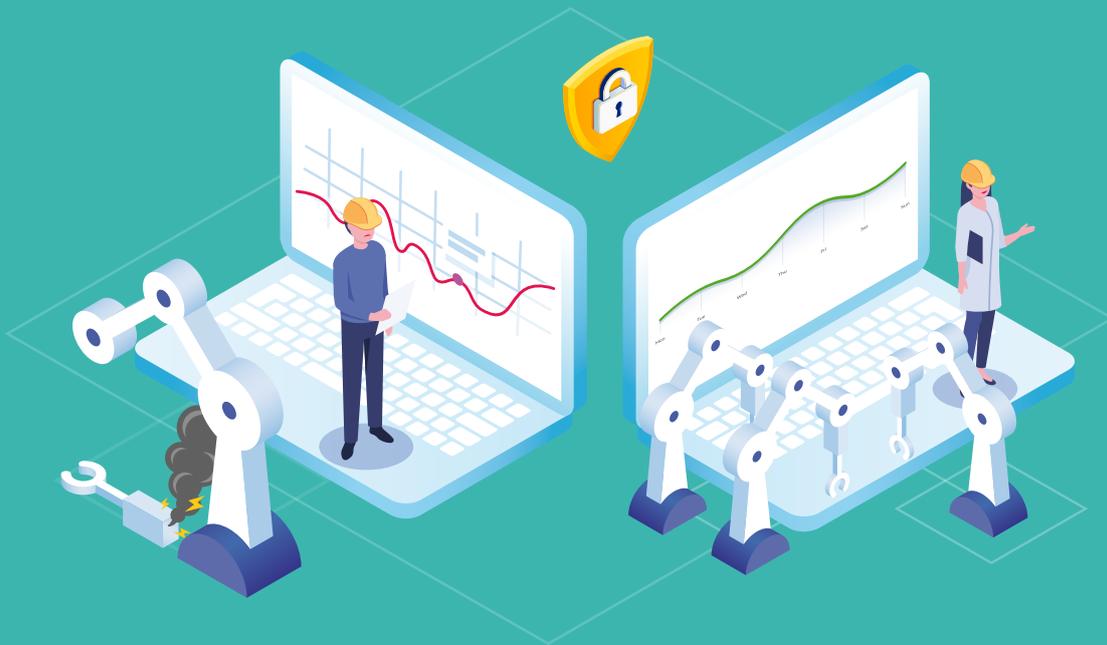
Ensuring the security of industrial machines

State-of-the-art security mechanisms form the foundation of WL Secure Remote Servicing. The solution, compliant with the ISA/IEC 62443[*] standards, provides full protection against cyber security threats to ensure business continuity of manufacturing and critical assets.

- Machines are only accessible when needed
- Data is encrypted through secure tunnels
- Machine/Application passwords are hidden from the remote operator
- File transfer is secure with enforcement of rules regarding the type of data that may be transferred
- All remote connections are traced through an audit trail

Proven track record

Developed for over a decade to meet the highest security and machine management expectations of our industrial customers.

+15	600K+	190	20M
years	machines connected	countries served	remote sessions/month

25TB+	30K+	5M+	8TB+
telemetry data/month	users	user access/month	downloaded machine data/month

*The ISA/IEC 62443 series of standards, developed by the ISA99 committee and adopted by the International Electrotechnical Commission (IEC), provides a flexible framework to address and mitigate current and future security vulnerabilities in industrial automation and control systems (IACSs).

About Worldline

Worldline [Euronext: WLN] is the European leader in the payments and transactional services industry and #4 player worldwide. With its global reach and its commitment to innovation, Worldline is the technology partner of choice for merchants, banks and third-party acquirers as well as public transport operators, government agencies and industrial companies in all sectors. Powered by over 20,000 employees in more than 50 countries, Worldline provides its clients with sustainable, trusted and secure solutions across the payment value chain, fostering their business growth wherever they are. Services offered by Worldline in the areas of Merchant Services; Terminals, Solutions & Services; Financial Services and Mobility & e-Transactional Services include domestic and cross-border commercial acquiring, both in-store and online, highly-secure payment transaction processing, a broad portfolio of payment terminals as well as e-ticketing and digital services in the industrial environment. In 2020 Worldline generated a proforma revenue of 4.8 billion euros.

worldline.com

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