



C.A.T.

C.A.T., Inc. Selects Tosibox Technology for Global Communications Network

C.A.T., Inc. (CAT) is the world's leading supplier of chilling systems, injection systems, whole muscle pumps, and plant monitoring and weighing systems. Their systems utilize the latest technologies to ensure maximum efficiency. With quality equipment, engineering, and service with global reach, CAT is an excellent choice providing value and excellence in the food processing industry.

TOSIBOX®

Elektroniikkatie 10
FI-90950 Oulu,
FINLAND
www.tosibox.com

Copyright © Tosibox Oy. All rights reserved.

The Challenge

CAT was looking for a way to access their global systems remotely from anywhere for monitoring and troubleshooting purposes at client locations. Some locations were remote and provided a communications challenge and other locations were notorious for being complicated to work with the local IT teams who did not want "outside systems" being part of their network.

The Research

CAT looked at numerous remote access solutions. Among them, Ewon, Secomea, Sixnet, Phoenix Contact, Moxa, Digi, and an Industrial PC/Software solution which was immediately ruled out for having to remotely support a PC that was acting as the support device.

The Solution

"In the final analysis we chose Tosibox because of its simplicity, cost-effectiveness, the additional security provided by the hardware key and the ease of user management.

"Now with Tosibox, If one of our deployed systems has a problem, rather than talking the customer through troubleshooting or sending a service tech (which by then the customer has likely found a "workaround" and the true cause of the problem will not be found) we can immediately access the machine and look at where in the code the problem occurred or what physical parameters have changed. We can then easily determine if it is a software problem or if a component has failed. Then the determination can be made to deploy a service technician or if the customer can handle the repair locally. In the unlikely event the source of the problem is a programming issue our programmer no longer has to travel – now he can update systems remotely and securely right from our offices."

WOULD YOU RECOMMEND TOSIBOX TO OTHERS?

"...If you aren't using Tosibox you're doing something wrong. "

Ray Balaster, Controls Engineer, C.A.T. Inc.