



## Case Study



### Reliability is the first requirement for a remote connection

Trentec Team Oy [Trentec] is a Finnish Building Automation professional. Trentec has experience from over 1000 installations varying from housing to big factories and office complexes. Trentec builds fully integrated building automation solutions using components from leading manufacturers. The control SW is fully developed and tested by Trentec before the delivery. Trentec customers can access their sites using Trentec cloud service based control room function.

### Challenge

Reliable, easy to use and secure remote connection solution is essential to Trentec business. The solutions Trentec has been using prior Tosibox have served the purpose, but occasionally setting up and maintaining the connection has been challenging. These solutions also had an operational limitation – only one person was able to use the remote connection at a time. Thus each Trentec technician had to wait for his turn to use the remote connection before he could do his work.

### Solution

Trentec selected Tosibox based on the connection reliability and security. Switching to Tosibox cut the remote control installation and set up time from hours to less than 10 minutes! This is made possible by automatically connecting Lock and Key. The remote connection is also very reliable. Trentec technicians no more need to spend time re-initiating the connection before a remote session. Tosibox also brought capability for multiple simultaneous remote connections. Now Trentec technicians can work in parallel. Parallel work means faster service and the most importantly, a happier customer.

"Starting the remote connection with Tosibox is so easy. Our remote connections are reliable and available when needed. Tosibox enabled also parallel remote connections. Tosibox also enabled parallel remote connections. This speeds up service and improves customer satisfaction."

Tommy Alanko, Projektipäällikkö, Trentec Team Oy

# Trentec building automation solution

