Time saved on installation of complex systems

How AASYS switched to a more user-friendly and secure solution

AASYS develops control systems for the industrial automation sector and is specialised in Object-Oriented Programming (OOP) for embedded and machine control systems. "Control systems are becoming increasingly complex. Many issues should or can sooner be solved by software rather than mechanically," says Bart Aernouts, founder and engineer at AASYS. "This increases the need for remote access."

With the help of a remote desktop solution and customers' VPN tools, AASYS was able to respond to this demand early on. Later on, they switched to a remote access solution. "User rights management, in particular, was complex with our previous solution. In addition, we had to download software before the customer could gain access," Bart explains. "Our main goal was to help our customers more quickly, which is why we started looking beyond our previous solution."

"We just have to log in and we can immediately take over a screen."

Everything happens in the cloud

"I was very surprised by the simplicity of the configuration," Bart recalls. "Before, we had issues with having to install software on every computer. That's all in the past now, everything happens in the cloud." As a result, customers receive support faster. "However, the deciding factor was the built-in VNC viewer," says Bart. "This was missing in other solutions."

In the first few weeks after installing a production line, remote support is used to ensure that all processes are correct and run smoothly. "It's particularly useful that we only have to log in and can immediately take over a screen," according to Bart. Customers that choose not to use IXON Cloud can count on longer wait times. Bart explains why: "With IXON Cloud you log into the site, immediately see what's going on and are able to quickly help the customer. Without the IXON solution, that takes up more time." Thanks to the audit trail, it's now clearer to AASYS who has access to which machine and which action was carried out by whom.

> **It saves our machine builder customers a tremendous amount of time.**

AASYS mainly works with the Sigmatek IXagent, the powerful IXrouter software which is available as an embedded software agent for third parties. "The IXagent's biggest advantage is that we can just activate it in the configuration screen that we built in our machines," Bart says. "This way machines can be shipped all over the world. We, the customer or a service engineer can easily set the IP address on-site, plug in a network cable and it's already prepared for use."

Benefits the IXON Cloud offers AASYS:

- ☑ Unburdening and improved ease of use
- ☑ Built-in VNC viewer
- ☑ More secure user and rights management
- ☑ No licensing costs per user
- ☑ Time savings for both AASYS and their customers

Satisfied machine builder customers

In the past, it was financially attractive for customers to share account information with each other due to licensing costs. Up to 15 employees would use the same account to log into a machine. "Since we started using IXON, we have given access rights per company or group," Bart starts. "We'll create a new account whenever someone joins the company, and if someone quits we simply revoke their access and rights."

"The biggest benefit for us is the ease of use for our machine builder customers, who are really satisfied with the solution. Actually, it's the ease of use and unburdening," Bart emphasizes again. "If there's a malfunction somewhere, it doesn't matter where they are. They log in and within a minute they already have access to the machine."

Both AASYS and the customer save a lot of time. "We only have to do one configuration per machine and we're ready to go," explains Bart. "When we complete a new production line, it is immediately available for them on the platform. This saves our customers, especially the machine builders, a tremendous amount of time."

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