CASE STUDY

MARK ANDY

ABOUT MARK ANDY

Mark Andy, a Missouri-based manufacturer of custom-made industrial printing machines used around the world.

CUSTOMER

Mark Andy

WWW.MARKANDY.COM

LOCATION

Chesterfield, Missouri

OBJECTIVES

- Gain remote access capability – to access diagnostic data and make software changes.
- Cut travel costs to remediate machines at global sites.

RESULTS

High performance from a proven remote-access platform.

Reduced maintenance costs.

New performance insights and notification capabilities.

Deeper assistance coverage and local (US-based) stocking capability.

Built-in future potential to connect to Red Lion private server.

THE PROBLEM

Mark Andy produces custom-made web-fed printing presses and supplies them to label and packaging manufacturers all over the world. The company runs up considerable travel costs sending field engineers to global sites to perform machine maintenance.

To reduce in-person visits and lower costs, the company needed remote access to its machines. A remote-access device would provide critical operations data and enable software changes to be made remotely. Having real-time data helps engineers investigate issues remotely, and enhances preventative maintenance strategies.

Mark Andy wanted a high-performing, reasonably priced, off-the-shelf solution that was secure and easy to deploy. The solution needed to support the IPSEC communication protocol. Each custom-made press needed to have this technology installed in its control box before leaving the Missouri factory.

THE SOLUTION

The MDH816 industrial router from MB connect line GmbH served the company's purposes. When that company was acquired by Red Lion Controls Inc., those devices were rebranded as Red Lion OEMMBC00 industrial routers with data collection capabilities. As part of Red Lion's post-sales service, it makes firmware changes to accommodate the company's specific needs for its private servers (5 in total).

The OEMMBC00 is a compact device, housed in a rugged and durable industrial metal case, that occupies very little real estate on a DIN rail mount. The hardware is secure against virus or intrusion via its USB ports. Firewalling capabilities on both WAN and LAN sides can be set to limit access to specific IP addresses. The router can also be set up to pull from available ports with the strongest signals to ensure faster, cleaner, and more stable communication.

While competitor devices were available that met the IPSEC requirement, the Red Lion solution is easier to deploy and offered the features the company needed at the right price point.

THE RESULT

With Red Lion's remote access solution, field service engineers no longer have to go into the field to make simple changes and repairs to customer machines. Because the devices are always online, those changes can be made remotely at any time, whether or not an engineer is on-site. This update is saving the company thousands of dollars in travel time and expenses.

The company appreciates the consistency and performance of the remote-access device, having used the MB connect line, now the Red Lion OEMMBC00, for ten years with virtually no failures.

There's also a process in place to ensure the parts ordered have custom firmware and are IPSEC-ready. When the product is shipped, the product is ready for Mark Andy to configure and deploy to its servers.

TAILORED POST-SALES SERVICE SUPPORT

Service continuity is key in industrial manufacturing. With a direct line to Red Lion engineering and service teams in Germany and the US, operations are more efficient and easier for Mark Andy.

The company deploys Red Lion industrial routers to each of the 180-200 ink press machines it manufactures each year. While the OEMMBC00 are made in Germany, Red Lion now stocks the part at Red Lion headquarters in Pennsylvania. State-side supply is helping the company fill its product orders faster.

FUTURE CAPABILITY BUILT IN

While Mark Andy doesn't currently use a cloud solution, that capability is built into the Red Lion device. A WAN connection enables inside-to-outside connectivity to a portal or cloud, and the device has four LAN ports and a USB port for configuration for USB/IP. The company can easily migrate to the security and ease of the Red Lion public server whenever it chooses to.

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