



REMOTE SUPPORT MODULE

Information Guide



Remote Support Module (RSM)

Reduce your downtime

SAGE's RSM is a portable VPN that provides easy, secure access to your control systems - with no configuration required to your existing network.

If you're experiencing downtime due to a fault, simply plug in the RSM to any piece of ethernet-enabled control equipment to give our expert technicians at the National Operations Centre (NOC) remote access. They'll begin diagnosing and resolving the fault immediately. We can also grant your own staff remote access your systems, if preferred.

The RSM is helping our clients increase fault response time, and get their operations back online sooner, ultimately saving untold financial loss and stress cause by unplanned downtime.

Why we made it

With hundreds of years of combined experience under their belt, SAGE's service technicians and engineers developed the RSM to improve the way they could help the people they see every day. Our clients, especially those in remote locations, needed a way to connect with SAGE quickly and securely, without interfering with the existing network. Cyber security was, and remains, a critical requirement.

So the RSM was built to be user-friendly, portable and provide temporary connection via a VPN, secured using military grade RSA-DH key exchange and AES (256-bit) session encryption.

How it works

If you have a fault, simply give us a call and plug in the RSM to the faulting equipment's control system to allow SAGE NOC technicians access, diagnose and resolve the fault on the spot. We can also set it up to allow your own staff to remotely access your systems.



SAGE's National Operations Centre (NOC), based in Adelaide, supports clients to remotely resolve faults and improve their uptime. The RSM enables fast connection with the NOC in times of need.

Who is it good for?

Sites with restricted access

Every site has differing security and personnel requirements, which can pose a risk to setting up appropriate downtime reduction strategies.

COVID-19 update: As we see social distancing measures take effect your company may have restricted access on site, which may not allow external visitors, or could limit the number of staff on site. We can quickly deploy the RSM to you, to ensure you have a downtime strategy in place that abides by these new rules, and will get you back up and running in no time if a fault occurs. The RSM can also act as a redundancy measure for your fixed line connection and enable your staff to access systems remotely. Available through subscription model, there is no capital outlay.



Remote or metro locations

If your site is remote, or even in an outer metro area, the RSM will insure you against extended downtime costs. We can quickly access faulting control equipment, begin diagnostics and start resolving the fault; all well before a service technician can travel to site, saving you money and stress. If we do need to go to site, our NOC technicians will still work on the fault while a technician travels to you.

Suited to remote and metro:

- Essential services and critical infrastructure
- Mining operators
- Agricultural operations
- Food and beverage operators
- Manufacturing operators
- Renewable energy microgrids and generators
- Water assets
- Transportation assets

Case study – food and beverage producer

A QLD food and beverage producer was struggling to get a fixed-line VPN set up on site and the RSM allowed them to speed up the process because it was secure and only connected to the PLC control network.

Multiple locations

The RSM is perfectly suited to operations with multiple sites that require access at critical times in order to swiftly resolve faults. For example mining operators, water authorities and agricultural producers with critical assets spread across multiple geographic regions experience increased risk of extended downtime due to travel time and site access.

Case study - mining operator

A major mining operator with more than 30 mines, plants, sales offices and distribution warehouses across Australia and New Zealand is using the RSM. One of its Queensland quarries (about 3.5 hours from Brisbane) was looking to reduce costs involved in both travel and downtime to support the site out of Brisbane. The site understandably needed a secure, remote access solution and the RSM was an easy fix.

Case study - grain producer

A major Australian grain producer and processor with multiple grain storage sites across Australia is using the RSM to monitor its critical control systems required for grain loading. SAGE initially used the RSM to provide monitoring during a project, then provided three months monitoring after completion. The RSM continues to provide value and has paid for itself already during breakdowns.



Connection options

Connect your way

No two sites are alike, and we understand that your resourcing and set up might mean you don't need SAGE's support for every situation.

Would you like better access to your site?

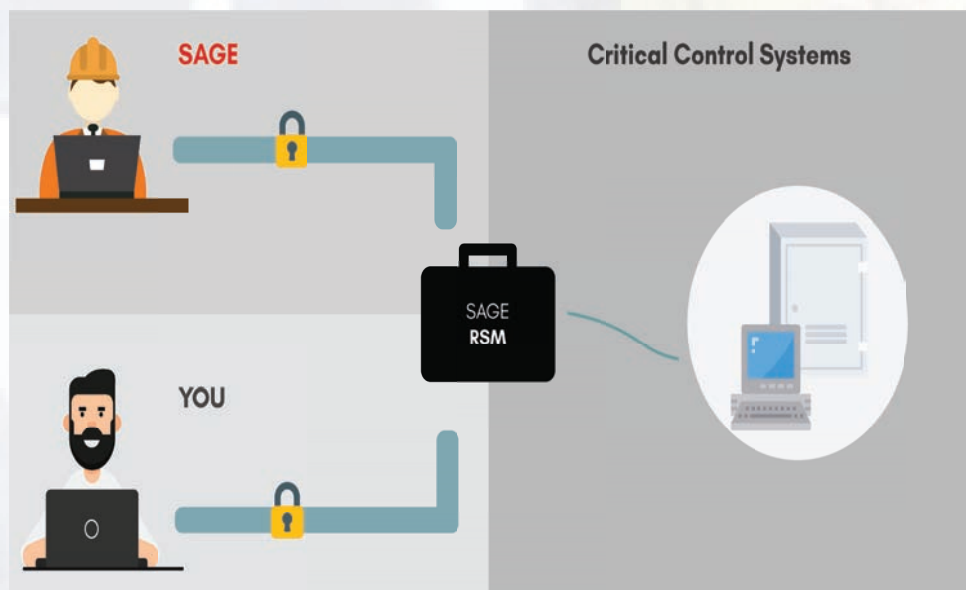
We can configure the RSM to allow your own staff to connect to your assets when required via mobile or tablet.

Would you like a back-up incase your fixed line goes down?

The RSM can sit on site, ready to connect critical assets to your devices if your fixed VPN goes down.

Would you like to cover yourself, if your own staff aren't available?

We can be on standby, ready to jump in if you don't have the resources to fix the issue.



Features and benefits

FEATURES

- Ruggedised and portable
- Easily grant access to your dedicated SAGE support team
- Connect your staff to your critical assets
- No configuration required on your site network
- Military grade 256-bit encryption
- Industrial grade components
- No set-up required – your RSM comes pre-configured so you can 'plug and play'
- High speed 4G connection, rolls back to 3G when required
- 3G/4G network status lamp
- USB and serial device connectivity options available enabling connection to legacy non Ethernet optioned systems
- For detailed cyber security specification, see next page

BENEFITS

- Experts in a box – connects you with network of 80+ service technicians and 300 SAGE engineers, all working to solve your problem when needed
- Access – connect your staff to your assets
- No capital outlay – subscription lease options
- Control your access – must be physically plugged in and turned on to equipment to allow access
- Reduce downtime – immediate downtime support via remote connection
- Reliable – industrial-grade hardware and 3G/4G network compatibility
- Your insurance policy – protection against equipment breakdown
- Save on travel costs – when we can, we'll resolve your fault via the NOC, without sending someone to site
- Safe and secure – 256bit military encryption your IT team will approve of
- Critical systems support – ideal for remote locations or mission-critical sites
- Easy – plug it in and turn it on



IT stuff

Security specification

The SAGE Remote Service Module (RSM) is a ruggedised and mobile VPN enabled device designed to provide secure remote network connectivity with no configuration on your end.

Highly reliable, the RSM includes inbuilt redundancy with automatic link detection/recovery available via Ethernet, Wi-Fi, or mobile 3G/4G dual-sim applications. These are all optional depending on your requirements.

With robust data security in mind and using OpenVPN protocols, our configuration safeguards your private data in a highly secure manner.

The VPN server resides virtually within the RSM hardware and does not access any cloud-based services. When connected, traffic via the VPN is secured using military grade RSA-DH key exchange and AES (256-bit) session encryption. The data stream is further secured with 256-bit TLS encryption.



Snapshot: security specs

- 256-bit TLS encryption RSA/AES secure encryption
- No cloud-based server
- No configuration required to end networks
- Adherence to unique security standards based on customer site

IT connect

Contact us for more details or to have your questions answered.

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PROTECT YOUR BUSINESS CONTINUITY WITH THE RSM

- Access SAGE's engineering and service technicians
- Safeguard your operation with no capital outlay
- Enable staff to remotely access your assets if site restrictions apply
- Our service team are here to help you in this time. Contact your local SAGE representative to talk about how we can help.

CONTACT US

We'd love to help.

**Contact your local service manager or
SAGE representative to chat about how
we can help you**

Or email us at RSM@SAGEAutomation.com

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