

FRICKE OPTIMIZES ITS REMOTE SERVICE WITH TOSIBOX TECHNOLOGY

TOSIBOX

CASE STUDY

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We are pleased to have found a reliable partner in Tosibox, a company that has already been able to demonstrate its capabilities in critical infrastructures.

Harald von Lukowicz,
Project Manager, FRICKE



Overview

FRICKE Abfülltechnik GmbH & Co. KG from Minden, Germany, is a specialist in developing dosing and filling systems, as well as control software for efficient production processes. Its customers are located around the globe and belong to the perfume and aroma industry and the chemical industry. At Fricke, broad know-how and over 150 years of experience meet the flexibility and reliability of a family company with more than 115 employees.

FRICKE teamed up with Tosibox to offer its customers a pioneering remote service. This partnership not only promises a cost-effective and efficient solution for equipment maintenance but also sets new standards in cybersecurity.

Challenges

In an increasingly networked world, Fricke faced challenges of optimizing costly and time-consuming maintenance processes for dosing and filling systems for the perfume and flavor industry and the chemical industry. They found the solution from Tosibox's patented and certified connectivity process. "Our patented and extremely scalable technology enables the establishment of an end-to-end connection from IT to the facility in less than five minutes. Both via a LAN/WAN, WiFi or LTE connection," says Lothar Hoffstedde, Sales Manager Tosibox GmbH.

Easy installation and highest security

Unlike comparable remote maintenance systems, which operate via a provider's server, Tosibox's communication is end-to-end. Data is transported via a securely locked data tunnel, which is crucial given the growing threats from cyberattacks in the mechanical engineering sector.

Installing the Tosibox system is extremely simple. For the IT side, all that is needed is a so-called key with an integrated crypto chip. On the machine side, a Tosibox Node is installed to provide additional security for the customer's network. Thanks to the Plug & Go technology, the certificates of the key for the IT side are automatically and completely exchanged with the node (router) for the machine. This solution allows only the two devices to connect via the Internet and establish the VPN tunnel. Suppose the customer does not want to enable the permanent access of the technician. In that case, he can simply disconnect the router from the power supply to keep complete control over his machine or network.

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We are pleased to be able to set new standards for the simple and secure remote maintenance of our customers' dosing and filling systems with the proven Tosibox technology

Harald von Lukowicz,
Project Manager, FRICKE



Benefits

- Support with commissioning and machine adjustments
- Savings in travel costs through remote maintenance instead of service technicians on-site
- Minimization of machine downtime
- Optimization of machine settings for higher efficiency
- Implementation of remote updates

