From ideas to reality

Christ
ELECTRONIC SYSTEMS

SERVICE PORTAL

SECURE REMOTE ACCESS & SOFTWARE UPDATES OVER THE AIR

Christ Service Portal

## Secure remote access and Software Updates Over The Air

With the Christ Service Portal you get a secured platform for remote access, status monitoring and a rollout tool for software updates OTA in industrial environments.

You can optimally prepare software updates, test them on a small scale and control the rollout centrally via groupings. The device status always lets you know which image version is installed on the respective Panel. Service cases on machines and systems can be processed efficiently from anywhere. Remote access enables you to find and rectify errors more quickly. This reduces downtimes.

Overview scope of services:

- Central device management via the Christ Service Portal
- Software Updates Over The Air
- Central coordination of software rollouts
- Simultaneous updates on all Touch Panels of a defined group
- Traceability of device updates
- Complete solution for remote access and remote maintenance
- Transfer of screen contents via VNC
- Secure console access via SSH
- Real-time status display of initialized Panels
- Scalable package solutions
- SSL-encrypted data transmission and data protection according to EU law
- Dedicated cloud instances hosted in Germany
- User administration in Christ Service Portal with role distribution
- Scalable package variants for initialized devices and used storage space

## Increase the efficiency of your service staff
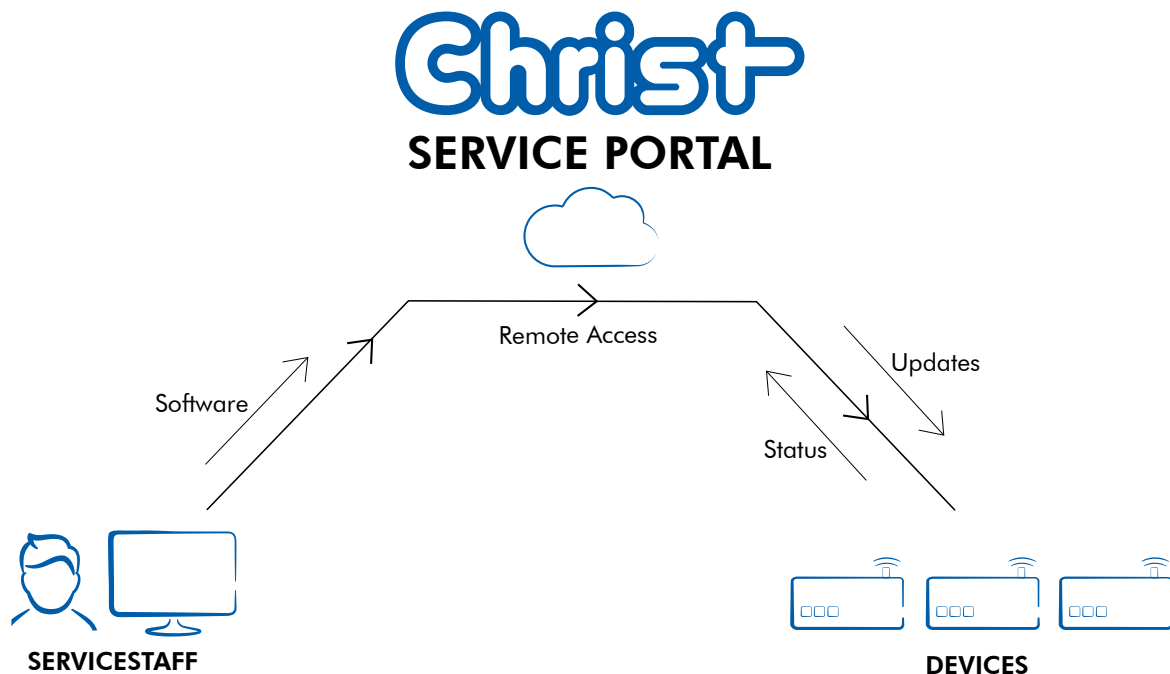
Organize software updates for initialized Touch Panels at a central location. Your necessary software updates will be executed efficiently. This drastically reduces the workload of your service staff. The planned mass rollout ensures a secure update process.
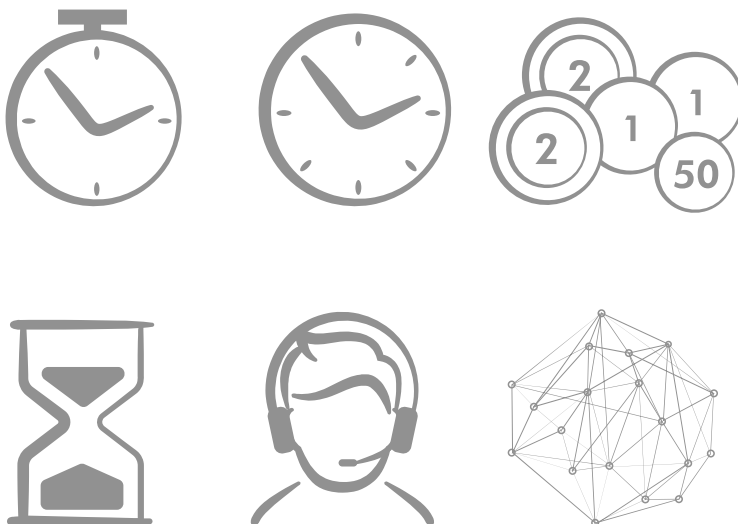
Troubleshooting via SSH & VNC
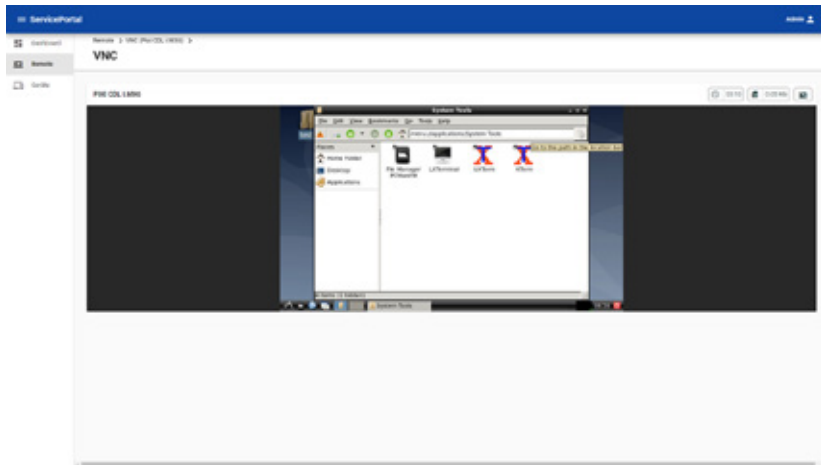
Via remote access, the technician can connect to the Panel from any location and fix the problem directly. Small errors, such as incorrect configuration, can often be solved quickly. The service technician no longer needs to visit the customer in person.


To web page:
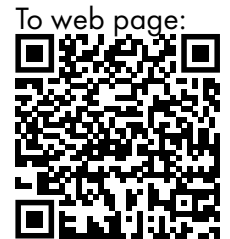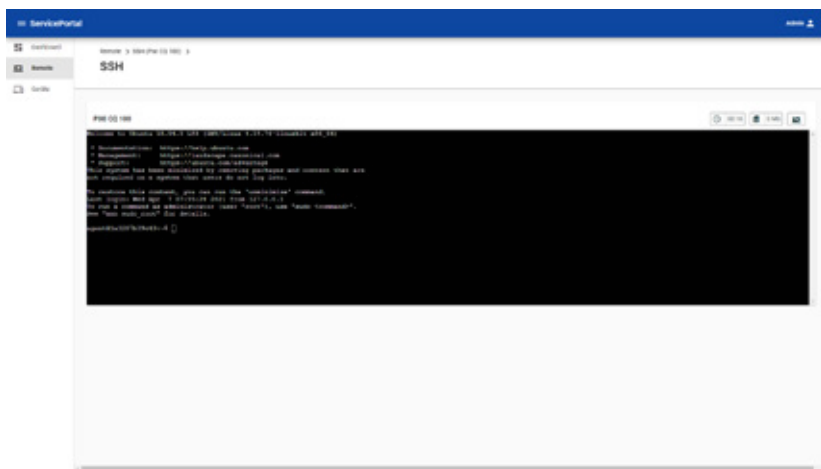
Benefits of the Christ Service Portal

- Cost savings
- Increase customer satisfaction
- Expand service offerings and increase revenue streams
- Service technicians can focus on specific challenges
- Software updates can be scaled individually (single updates, group updates, updates of all devices)
- Centralized management of image and application updates
- Complete solution with server environment and initialization of end devices for Linux operating systems
- No configuration effort, you can start directly
- Increased security through regular system updates
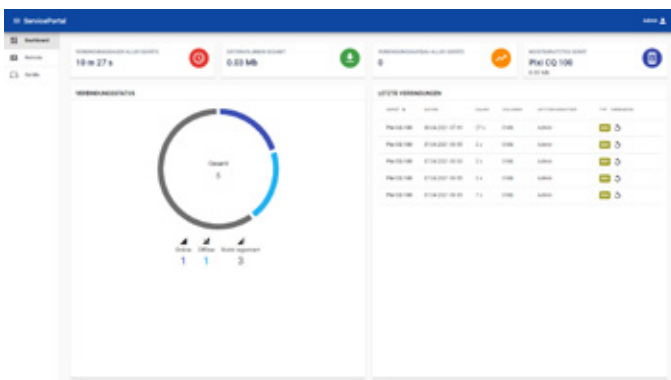
Reduced downtime and faster commissioning
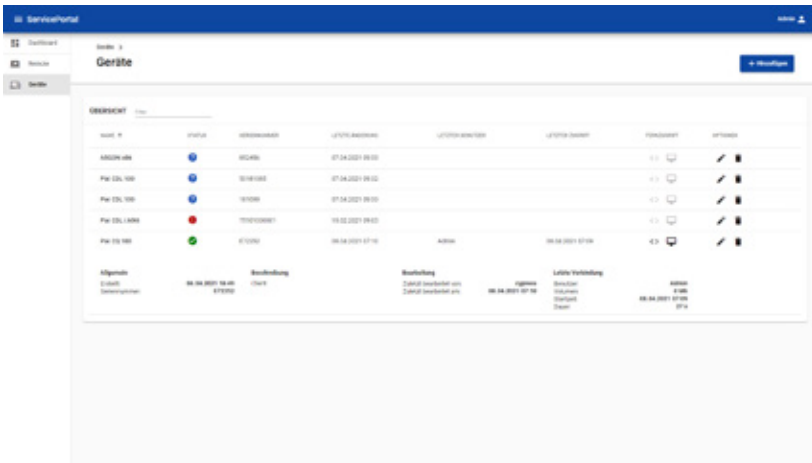
Configuration errors can quickly cause delays during initial startups. The start of production is unnecessarily protracted as a result. Inappropriate configurations also occur with devices in the field. To resolve these errors, the service technician previously had to find a solution on site. Remote access can reduce downtime in production.

Coordinated software updates for smooth production processes

With the help of the remote maintenance necessary maintenance works at the Touch Panel can be scheduled optimally. Due to the fact that you can schedule the updates and maintenance work, the production processes are disturbed as little as possible.

Regular updates for more security

Necessary system updates can be easily carried out with the Christ Service Portal. Potentially emerging security security gaps can be closed in a targeted manner with the help of the security patches provided. With the Service Portal, you can optimally plan these measures and monitor the corresponding status of the devices. The system components are always up to date and provide greater security for the overall system.

Additional service offer

With the Christ Service Portal you can offer your customers even higher reliability. Functionalities such as remote access or software updates over the air guarantee that the software on the initialized devices is up to date.

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