**SICK Condition Monitoring and SICK Remote Service – web platforms for maximum productivity in process automation**

Preventive maintenance and fast expert support guarantee high availability

Waldkirch, June 2018 – SICK's Condition Monitoring and Remote Service modules are two solutions that form part of its modular service concept. They guarantee the highest possible levels of availability for its analysis and process measurement sensors and systems from commissioning through to operational use. SICK Condition Monitoring enables critical changes in the condition of process automation sensors, machines, and plants to be identified at an early stage using algorithmic diagnostic procedures. This allows for immediate intervention and enables countermeasures to be taken in good time before damage is caused or the plant has to be shut down. SICK Remote Service provides operators with a service package that offers rapid expert support via a secure Internet connection for any problem relating to SICK analysis and process measurement systems and ensures that specialist help is available from commissioning through to operational use.

Both solutions aim to provide maximum availability for process plants used for waste incineration, power stations, steel and cement works, plants in the oil and gas industry, and facilities in the chemical and petrochemical industry. As part of SICK's modular service concept, they can be combined with other service modules to create complete, tailor-made service solutions with a flexible duration and additional options.

**SICK Condition Monitoring optimizes condition-based maintenance**

The web-based service platform gives plant operators easy access to sensor and machine data which can be visualized, documented, and analyzed. IoT gateway systems such as the SICK Meeting Point Router (MPR) collect sensor data from running processes and make it available to the Condition Monitoring application via the existing network. Significant changes in condition are identified in real time and analyzed by experts from the SICK Service Center to determine the ongoing availability of the relevant parts and components. If limits are exceeded or alarm thresholds are reached, a messaging function informs the operator. Performance trends, possible faults, and imminent damage can be identified at an early stage. Targeted measures can be taken to resolve the causes which helps to keep repair costs to a minimum and avoid downtimes. Emails can be sent to the operator or to SICK as the service provider to inform them about status changes in the case of incidents of this kind involving the machines. The data which is sent to the server is encrypted. It can be stored on the user's site or on a SICK cloud server hosted in Germany.

# SICK Remote Service gives direct expert support

The SICK Remote Service module provides plant operators using analysis and process measurement sensors and systems from SICK with rapid, plant-specific support from SICK service specialists via a secure Internet connection during commissioning and ongoing operation. The SICK Meeting Point Router (MPR) in the plant allows remote maintenance to requested from the SICK Service Center via a touch screen. It creates a secure data connection between the SICK service specialist and the device in the customer's plant via a LAN or LTE using HTPPS and SSH authentication standards. It also enables the networks to be disconnected without feedback. After the troubleshooting process and the successful rectification of the fault, for example in the form of instructions for the customer's employees on site or an online configuration process, the Internet connection to the MPR can be shut down by the operator.

The SICK Remote Service module includes several features that provide proactive and reactive support and help to make maintenance work and maintenance costs transparent, traceable, and easy to plan. For example, the online status display gives a full overview of current remote maintenance and the measures being taken. The connection reports and online log entries that are available at any time ensure that the requests for remote maintenance and the maintenance processes are traceable. In addition, SICK Remote Service can be used to access online device files, firmware updates, and important documents at any time. This makes it possible to run an emergency restore process, for example, quickly and efficiently.

**Availability leads to operational safety and productivity**

SICK Condition Monitoring and SICK Remote Service are efficient web platforms that optimize the availability of analysis and process measurement sensors and systems, which leads to high levels of operational safety and productivity in process plants.

Image:   
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SICK is one of the world’s leading producers of sensors and sensor solutions for industrial applications. Founded in 1946 by Dr.-Ing. e. h. Erwin Sick, the company with headquarters in Waldkirch im Breisgau near Freiburg ranks among the technological market leaders. With more than 50 subsidiaries and equity investments as well as numerous agencies, SICK maintains a presence around the globe. In the fiscal year 2017, SICK had almost 9000 employees worldwide and achieved group sales of around EUR 1.5 billion.

Additional information about SICK is available on the Internet at http://www.sick.com or by phone on +49 (0) 7681 202 4183.