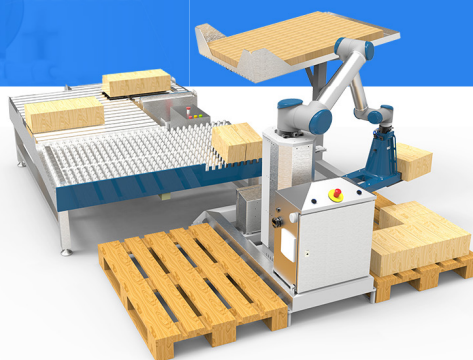


Remote access: in-house or outsourced development?

How Smart Robotics uses the IXON Cloud to stand out from other system integrators



Smart Robotics provides smart, flexible, safe and user-friendly robot solutions for the packaging and logistics industry in the Netherlands and abroad. After it was founded, the company immediately started looking for a suitable remote access solution. Heico Sandee, Managing Director at Smart Robotics, explains how they navigated the choice between developing their own solution or using a solution from an external partner.



About Smart Robotics

Smart Robotics was founded in 2015, aiming to develop smart, flexible, safe and user-friendly robot solutions. With its three business units – Packaging, Logistics and Incubator – Smart Robotics serves several different markets, both in the Netherlands and abroad.

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We had everything up and running in no time

Heico Sandee, Smart Robotics

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Challenge

After getting started in 2015, Smart Robotics immediately started thinking about remote access. "It is very important to us that we can remotely access all our systems, to see how they're behaving," Heico says. Consequently, Smart Robotics aims to get in touch as soon as something goes wrong, way before the customer can reach out to them.

At first Smart Robotics considered whether they should develop their own solution, or if it was better to outsource the development and look for an external partner. Their conclusion? Confidence in the ability to set up a highly secure connection turned out to be of utmost importance for Smart Robotics. "Securely collecting the data and getting remote access to our systems," Heico explains. "In a way that the customer is confident that there won't be a security breach as a result of an open network."

Solution

Smart Robotics has chosen IXON as their trusted partner to guarantee a secure connection from their robots to the cloud. The click between IXON and Smart Robotics was there from the start. "We strive for high flexibility by implementing a fairly complex system, which should be user-friendly for our customers. That's exactly what IXON does as well, so our philosophy is nicely aligned," says Heico. The short communication lines, the ability to quickly act and the willingness to make adjustments are also seen as big advantages.

Each robot comes with an IXrouter. When a robot has a failure, Smart Robotics can now easily log in to the system remotely. "We can take control of the system and immediately help the customer find a suitable solution," Heico explains. Additionally, new software for the robot is released every month. "We also do these updates via the IXON platform," Heico says. "We even receive the statistics of the data gathered from all robots via the IXON Cloud."

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You place the Plug and Play router in your control cabinet, and it just works. All over the world, even in China.

Heico Sandee, Smart Robotics

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Results

Smart Robotics recognises that it would've taken much more time to set up their own solution.

“We had everything up and running in no time. An incredibly quick implementation of a secure connection to our robots,” Heico says about the collaboration with IXON. Because of the solution, Smart Robotics is saved quite some headaches. “You just put the Plug and Play router in your control cabinet, and it works. All over the world, even in China,” says Heico. “We have relatively few discussions with customers about security as it is the responsibility of IXON, who have made it their profession.”

An ambitious vision for the future makes Smart Robotics stand out from other system integrators. The ultimate goal is to deliver a ready-made package with an autostart manual. Heico jokes: “Sort of like the IKEA concept.” The real added value, according to Heico, is the connectivity. “We try to minimise the use of hardware in our systems,” Heico explains. “For the future, I would like for a program that runs on our pc.” IXON offers plenty of opportunities for this. In the near future, Smart Robotics will be looking to discuss the options of an embedded solution with IXON. This will save them even more time and costs. “That’s one less piece of hardware,” concludes Heico.



Benefits the IXON Cloud offers Smart Robotics:

- ✓ Fast implementation of remote service
- ✓ Secure connection to their robots
- ✓ Plug & Play solution
- ✓ Global coverage
- ✓ Abundant opportunities for future innovations