High Security Remote Maintenance Solutions for Companies
Secure and Comfortable Remote Maintenance Access to Company Networks

Trouble-free operation of large and expensive systems such as production robots, electrical generators or data processing centers is a must. If these central systems should stand still then whole production and business processes will also quickly come to a halt. The consequences can be serious: Considerable costs, customers angered about late deliveries and substantial damage to the company’s image. You can reach a high degree of operational reliability for critical systems through the use of remote maintenance services provided either by system manufacturers or specialist service providers. The ongoing monitoring allows irregularities to be quickly recognized and often corrected on the spot by remote access before serious problems or breakdowns occur. Maintenance services by remote access are also less expensive than an on-site visit by a technician. These advantages are convincing – but they should not be won at the cost of new risks for your IT and therefore your business operations.

The Requirements for Remote Maintenance Solutions:
- High degree of IT security
- Full control over all access
- Comfortable operation and administration
- Simple integration into existing networks

Secure Solution: Rendezvous in the DMZ
genua provides a remote service solution that meets these requirements. Our concept: one-sided access to company networks by remote maintenance personnel is not allowed. Instead all maintenance connections are routed via a rendezvous server, which is installed in a demilitarized zone (DMZ) alongside the firewall. At a prearranged time both the company and the maintenance service establish connections to the server. The connection through to the company’s network is only allowed once the rendezvous has been established. The service personnel are then able to directly address the machine plant or IT system in the company’s network. The rendezvous solution means that you retain the full control over maintenance access to your network. This is a key security feature in our remote service solution.

Keeping an Eye on Remote Access at all Times
Our solution provides comprehensive monitoring in addition to connection management: You can follow all activities carried out by the maintenance services live in the user interface and additionally, video recordings of the activities are archived in an audit-compliant way. This means that you are always able to keep track of external access and can reconstruct “who did what” in your network. If critical situations should occur, you can clear up causes, responsible parties and eventually whether claims for recourse could be due.
Setup with Rendezvous in the DMZ

**Strong Encryption – Made in Germany**

Strongly encrypted and with two factors authenticated point-to-point connections are used to access the rendezvous server – network linking does not occur. The encryption procedures used by genua, the German manufacturer, cannot be broken with today’s technology. This ensures that only authorized users are able to access the server and that communication can neither be intercepted nor manipulated. It is only necessary to install a remote service appliance genubox in your network. This compact device serves as an access point for the encrypted connection and, with its integrated firewall, it shields the system being maintained from the rest of the network during maintenance. This ensures that the connection can only lead to the object being maintained and that access to other systems in your network is not possible. These measures guarantee you a very high degree of security.

**Comfortable Operation and Central Administration**

Our remote service solution is operated with a convenient Windows app: You can establish the maintenance connection from your side with a mouse click. When the maintenance service has also established their part of the connection to the rendezvous server with the Windows App, service personnel can directly access the machine or IT system being maintained. The Windows app can be installed on any current Windows system – administrative rights are not required. The administration of the remote maintenance solution is carried out via a central management station. This can be used for the operation of larger installations with many maintenance connections, giving a unified system with a single point of control for all external remote maintenance connections.

**Our Customers:**
- BLV Licht- und Vakuumtechnik
- Bornemann Pumps
- Franken-Schotter
- Freudenberg Group
- KASTO Maschinenbau
- Klüber Lubrication
- MAN
- manroland
- MTU Aero Engines
- Munich City
- Schober Information Group
- Swarco Traffic Systems
- VERMOP Salmon
- WMF
Competent Support Direct from the Manufacturer

You receive support for the remote service solution directly from genua themselves and if required we can take over the complete system management. Support specialists would then regularly monitor your installation and take care of all the administration. We also provide hotline support that will provide competent answers to all your questions, as well as a regular update service. We would be pleased to put together an individual support package to provide an optimal solution for your needs. We provide a next business day replacement service for customers in Germany: If a system should fail, you will receive an identical replacement on the next working day. We send customers in countries outside of Germany exchange devices as quickly as possible.

About genua

genua GmbH is a German company specializing in IT security. It has been securing networks and developing sophisticated security solutions since the company was founded in 1992. Our range of business services for the industry and public authorities include securing sensitive interfaces and networks, securely connecting mobile users and home offices right up to highly critical infrastructures, remote maintenance solutions for machinery and IT-systems, reliable data communication encryption over the Internet as well as cloud security. Our solutions are developed and produced in Germany. Many companies and public authorities rely on solutions from genua to protect their IT. genua is a member of the Bundesdruckerei Group.