Broadcast Media Companies

Fijoport enables our customers to remotely access key equipment in order to monitor and manage IT security on a 24/7 basis.

Authenticated users may establish instant VPN access, eliminating exposure to cyber threats.

BENEFITS

✔ Secure bi-directional encrypted connectivity between user and remote site.

✔ Support for maintenance and management of devices on a 24/7 basis without user intervention at remote sites.

✔ Any access is limited to authorised personnel and all remote sessions are logged and auditable.

✔ No software installations required on remote devices being accessed.

USE CASE
Indirect Maintenance & Support

A global mobile operator is using Fijoport for indirect maintenance and support to manage its customer sites. The telco allows its suppliers to carry out maintenance on the equipment that they have supplied to the mobile operator's customers.

The Fijoport on-site box can manage devices on the customer LAN and each vendor is given private access to their own equipment only. Thanks to this unique Fijoport feature, the telco is able to provide a 'hands-off' maintenance service to its customer base without compromising security.

Fijowave

How it works:

- When a problem is detected in any of the equipment supervised by the telco's support & maintenance team, Fijoport 3001 sends an alert. (The alert criteria have been previously set by the client).

- This alert instantly appears in the control panel of the authorized technical support person.

- The authorized technician(s) in the network operation centre (NOC) them remotely connect to the customer's workplace to verify and resolve the problem.

- In the event that the problem cannot be resolved online, the NOC can send an engineer to site, who has been briefed on the problem and on the course of action to be taken.

Problem detected in customer's critical equitment

Alert appears on the dashboard

Security & network operation center

Fijowave

Check & fix the problem remotely

sms
@

4G LTE

Fijoport 3001

Fijoport Control Panel

Industrial IoT Benefits:

- Secure Remote Access to any equipment 24/7

-Faster issue resolution:
  * No need for unnecessary travel to site
  * No need for onsite security clearence

- Scalability from 1 to 1000's of sites

- Installation Simplicity

- Reduce carbon footprint

INDUSTRIAL IOT