

Know more about how your production lines perform - and use less core time finding out

- Real time information on machine and line performance, enabling smarter decisions and driving efficiency and performance
- Organised and supervised by Ishida, recognised experts in machine and line design with unrivalled applications experience
- Fast identification of faults (sometimes before they happen) helping you to avoid downtime
- Instant access by you from any PC worldwide
- Reducing your exposure to data insecurity and misuse



### Working with you every step of the way

Our extensive R&D investment is directed at meeting the challenges of the fast-changing food industry around the globe.

We aim to support our partners fully, from the very start of the buying process, and you will find many equipment brochures, visual animations and case studies available on our website. When you are ready to make contact, a well-resourced network of Ishida companies, distributors and agents, extending across Europe, the Middle East and Africa, can provide advice and organise demonstrations and trials.

Installation is rapid and efficient. For integrated packing lines, we use proven project management techniques and methodologies, tuned to your key objectives and specifications.

A dedicated pan-European service engineering team helps to maximise the performance, functionality and reliability of our installed base. In addition, spares facilities are strategically placed throughout the territory, offering 24-hour delivery in most cases.



helpline • spares • service • training

# Sentinel™

## Connect-Monitor-Report-Intervene

Advanced remote customer care services from Ishida provide additional assurance to customers to optimise and protect their food manufacturing operations.



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# Sentinel™ from Ishida

Sentinel™ is a software tool that can connect compatible Ishida machines, anywhere in the world, to a central system manned by Ishida engineers. Additionally the system offers the facility to provide you with secure real-time data (accessed via the internet) that can be collated and interpreted for presentation in the formats you find most effective and that best fit your company structure.

## Much more than just 'remote connectivity'

Ishida Sentinel™, with its full data capture and analysis capabilities, relieves you of a whole area of performance monitoring and reporting administration that is clearly not part of your core business. Instead, you can concentrate time on using the clear-cut, tailored information to make rapid, informed decisions.

## Helps get machine faults and underperformance sorted - fast

With Ishida engineers on hand, usually with specific machine expertise, faults or poor performance can be quickly identified and cleared up and rectified. This can be either via email, phone or directly via the new videoconferencing VOIP access feature using the RCU webcam.

## Protects against efficiency losses and extra production costs

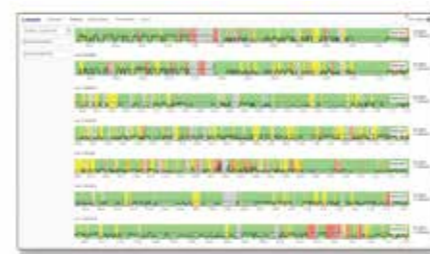
A thorough grasp of production data combines with better machine availability and performance to boost efficiency and curb production costs.

## Harnesses the data power of all your machines

Just about any equipment that can contribute information to your packing line management process can be linked smoothly into Ishida Sentinel™, including for example checkweighers, multihead weighers, tray sealers, graders and bagmakers.

## Your use-anywhere window onto real-time production data

The Sentinel™ Web Client facility allows you to directly monitor machine operation and assess performance whenever and wherever you wish.



## The ultimate user-friendly web interface

Get access to data and reports that are not only rich in valuable details but exceptionally easy to understand and use

- All your machines, however widely scattered, can be monitored live
- Trend, batch and live statistics at your fingertips
- Interactive visualisation lets you drill down into graphs and charts
- Highly functional and responsive mobile interface available

## Emailed Reports to support improved decision making

Ishida Sentinel™ can create clear, easy-to-read, actionable reports from production line data which can be sent daily or weekly to people you designate. The multi-language facility helps you optimise understanding and motivation. Reports include:

- Performance charts and production batch data helps identify focus areas for improvements
- The top 10 errors that are holding back progress
- Comparison of different lines, to identify success factors as well as areas requiring attention

## Intervention options

Pre-paid interventions allow for “instant expert response rates” to support and trouble shoot production faults and machines set up issues immediately

- This can be reactive to specific needs identified by customers
- In addition, Ishida Sentinel™ also includes a live performance monitoring option – we monitor production and inform our customers when performance drops or when faults occur
- Included in this option, we also offer a new videoconferencing VOIP access feature using the RCU webcam on compatible machines



## Data security assured

- The database we use (non-internet facing, SQL) cannot be directly interrogated from outside Ishida Europe Head Office.
- Only 'strong' passwords are allowed and these are stored in encrypted form. This guarantees that only authorised personnel have access to the system.
- Only designated user accounts can access data from specific factories.

## Protecting your network

- Machine connections to the network are made through specially allocated gates in the Ishida firewall. The server has custom software, impervious to the usual types of attack. The information that passes from your machines to Ishida uses outgoing connections from your firewall to a specific IP address, so you are protected against attacks via incoming connections.
- Connections to the system are SSL encrypted. So all data is protected while being transferred to our system.
- The server requires a very specific connection string. Armed with a 'whitelist' of acceptable incoming IP addresses, it will instantly reject any machines not on the list. Another layer of protection is provided for your network by a proxy server whose use is supported by the machines themselves.
- All Ishida machines use a fixed file system on flash storage, making them immune to viruses.

## Keeping Remote Control “under control”

- Remote control can only be established through the Ishida Europe network using a custom application which is role and password protected. This can be disabled or enabled and there is an optional timeout.
- Our database logs all connections and mouse clicks. We can verify who has connected to any of your machines and what actions they have taken.
- For your safety, start/stop functionality is completely blocked.
- Only experienced users and engineers are permitted to control HMIs.

## Licensing Packs: benefit from Ishida Sentinel™ at any of three enhanced service levels

Core Pack	Reporting Pack	Intervention Pack	Service Pack
Basic connection to the system*	Access to the Sentinel Web Interface	Three Remote Interventions to be used as required for any connected machine, with no expiry date	Realtime monitoring by our Service Helpdesk
	Daily and weekly emailed reports of your performance		Three Remote Interventions per year, per machine, expiring annually
			Fault report emails for critical faults

\* Subject to compatible Ishida machines and access permission through customers firewall is required