

Catalog

Future-proof **service solutions**
for machine builders



Introduction

To truly take production to the next level, you need to get closer to the machine, and to your customer. It's time to expand and professionalize your services to stay competitive and meet rising customer's demands. Because in today's world, excellence in engineering must be matched by excellence in service.

Future-proof service solutions for machine builders

With IXON's open, developer-friendly platform machine builders can deliver top-tier service and streamline operations, while continuously expanding and integrating without limitations.

Check our catalog and discover how IXON can transform your service organization. Happy browsing!

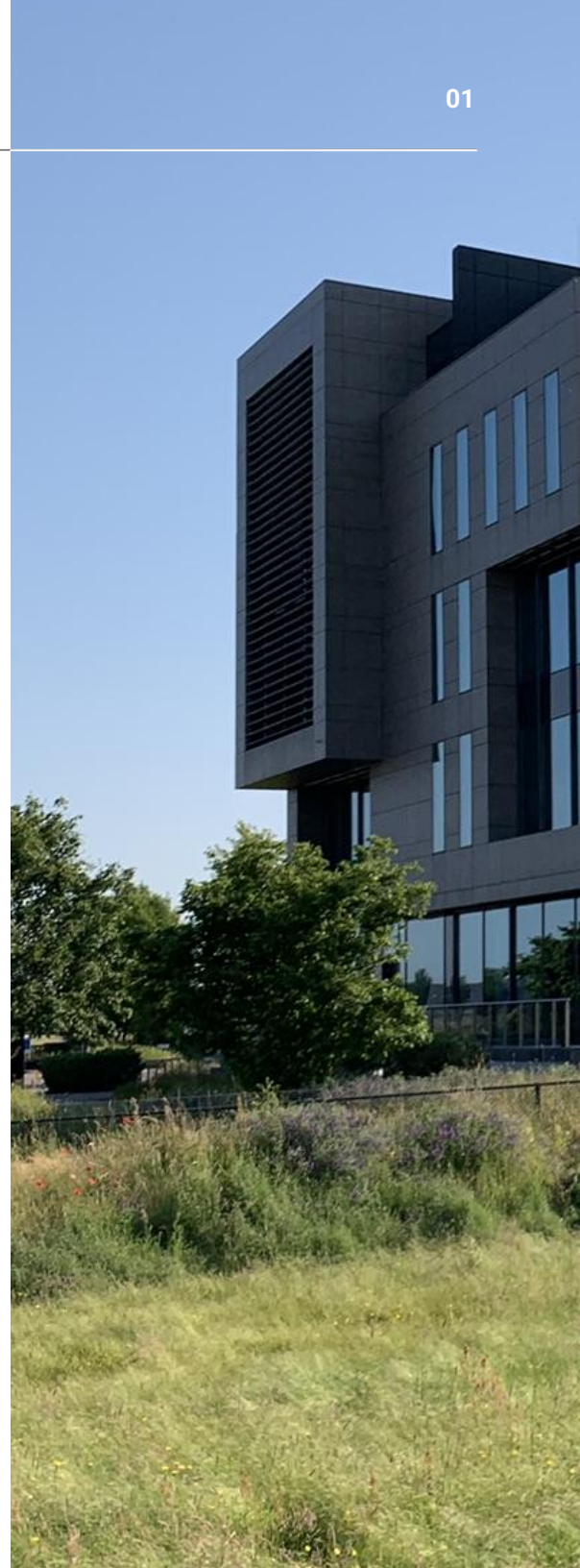


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Remote Access CLOUD

With Remote Access Cloud, you can securely connect to your machines anytime, anywhere.

Remote Access Cloud gives service engineers full control over their machines. Gain secure access to HMIs, PLCs and any other device, directly from your laptop, phone or tablet.

Key Features

DirectVPN

- Fast and reliable VPN connection
- Auto-select nearest server
- LAN access restrictions
- VPN stealth mode for restricted regions

Fleet & user management

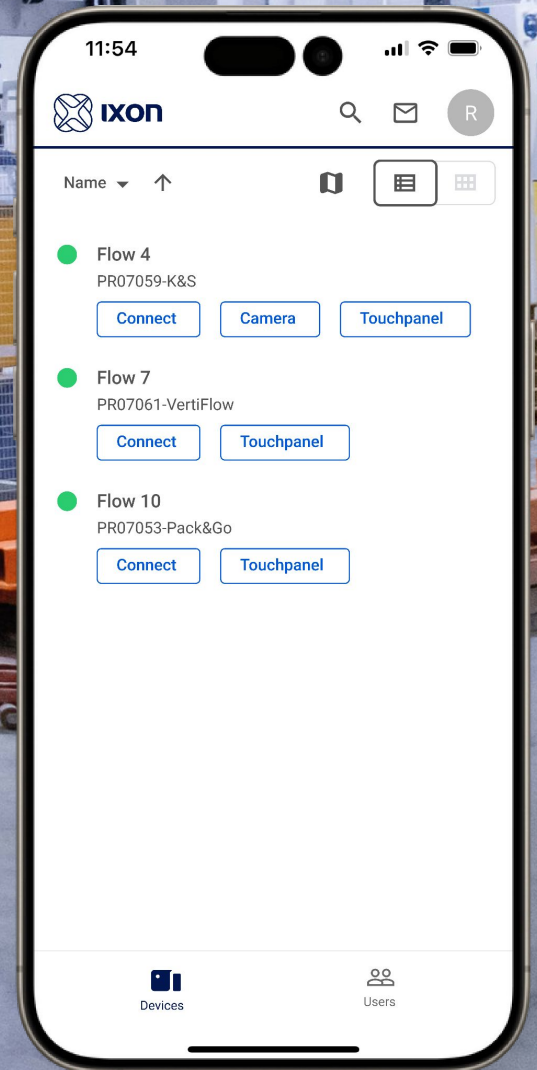
- Manage gateway configuration and firmware from anywhere
- Role-based access, groups, audit trails and 2FA

EasyControl

- One-click access to HMIs and touch panels
- VNC and HTTP support

EasyControl - One click. Zero hassle.







Remote Access

CLOUD

Overview

Device management

- Direct VPN
- Unlimited concurrent connections
- EasyControl (VNC & HTTP)
- Remote firmware upgrades
- VPN servers across 17 locations worldwide
- LAN Access Management
- Remote access to USB devices
- Easy VPN client installation (Windows, Mac and Linux)
- VPN stealth mode for connections in countries with internet censorship
- Configurable VPN over TCP or UDP
- Support discovery of PLCs, drives and other equipment with Layer 2 broadcast
- IXON Smartphone App
- Cloud connection monitoring
- Device Registration Profiles

Fleet management

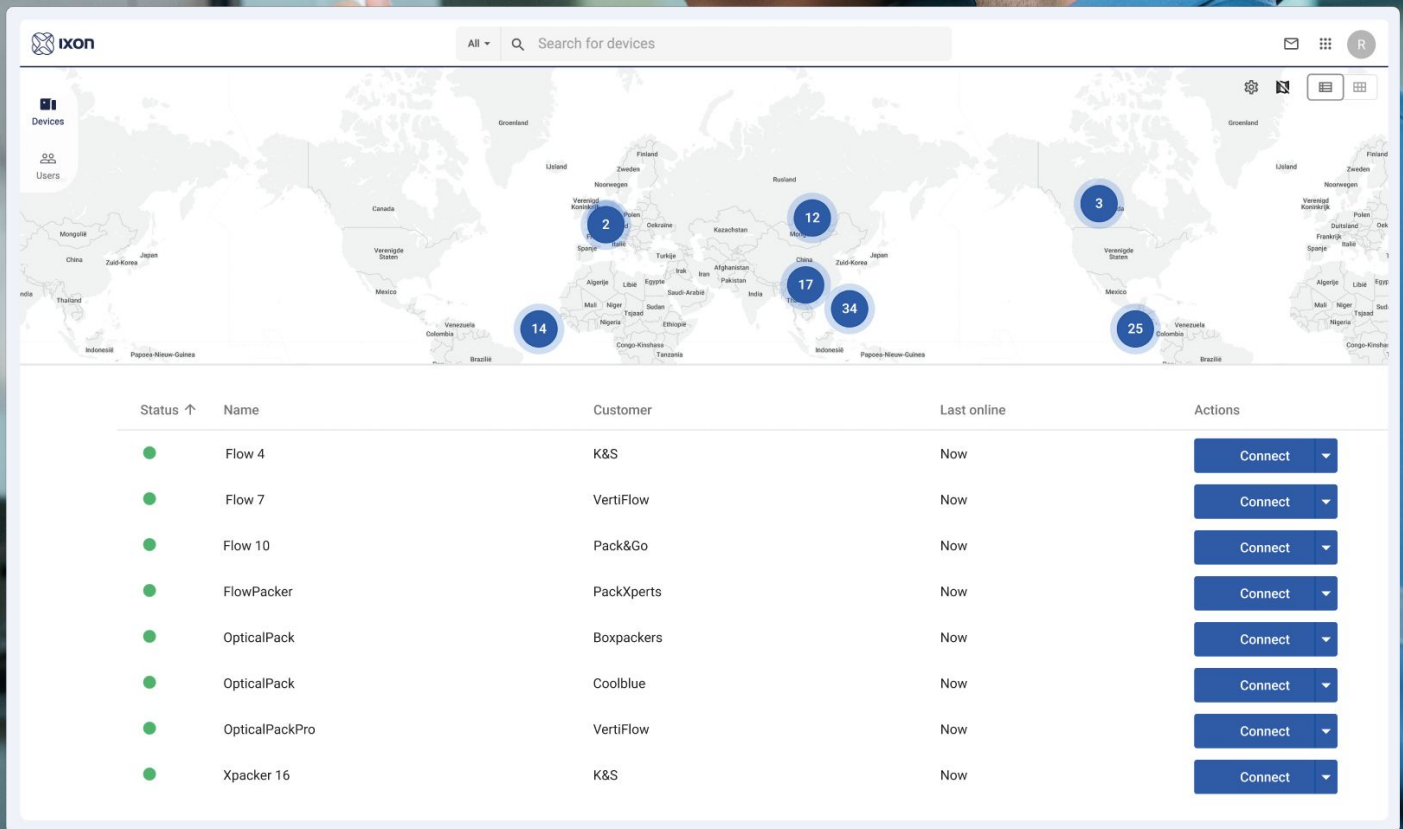
- Sync edge gateway settings and save in IXON Cloud
- Templates for quick machine setup
- Overview of current status of all machines
- Map view
- Custom fields

Access management

- Unlimited users and machines
- User groups & roles
- Access request and approval
- Temporary access
- SSO with Google and Microsoft
- 2-factor authentication
- Audit trail
- Hierarchical User Groups

Other

- Data logging to 3rd party MQTT broker
- Service Logbook
- Document manager
- 10GB file storage
- M2M Cloud Cluster
- Support during business hours and SLA's available



The image shows a man in a blue uniform looking at a tablet displaying the Ixon device management interface. The interface features a world map with circular callouts indicating device counts in various regions: 2 in Europe, 12 in Asia, 17 in Africa, 14 in South America, 34 in Southeast Asia, 3 in North America, and 25 in Central America. Below the map is a table listing device details.

Status ↑	Name	Customer	Last online	Actions
●	Flow 4	K&S	Now	Connect
●	Flow 7	VertiFlow	Now	Connect
●	Flow 10	Pack&Go	Now	Connect
●	FlowPacker	PackXperts	Now	Connect
●	OpticalPack	Boxpackers	Now	Connect
●	OpticalPack	Coolblue	Now	Connect
●	OpticalPackPro	VertiFlow	Now	Connect
●	Xpacker 16	K&S	Now	Connect



Machine Insights CLOUD

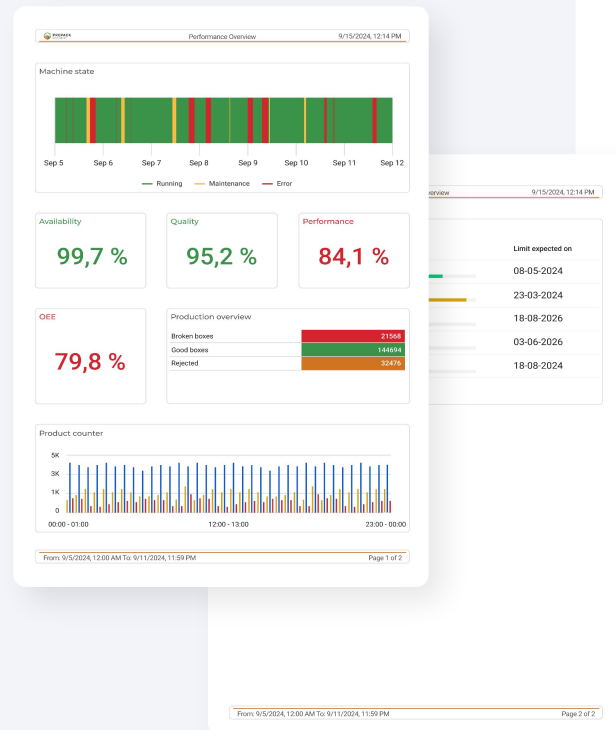
Gain deep insights from machine data to improve performance and uptime.

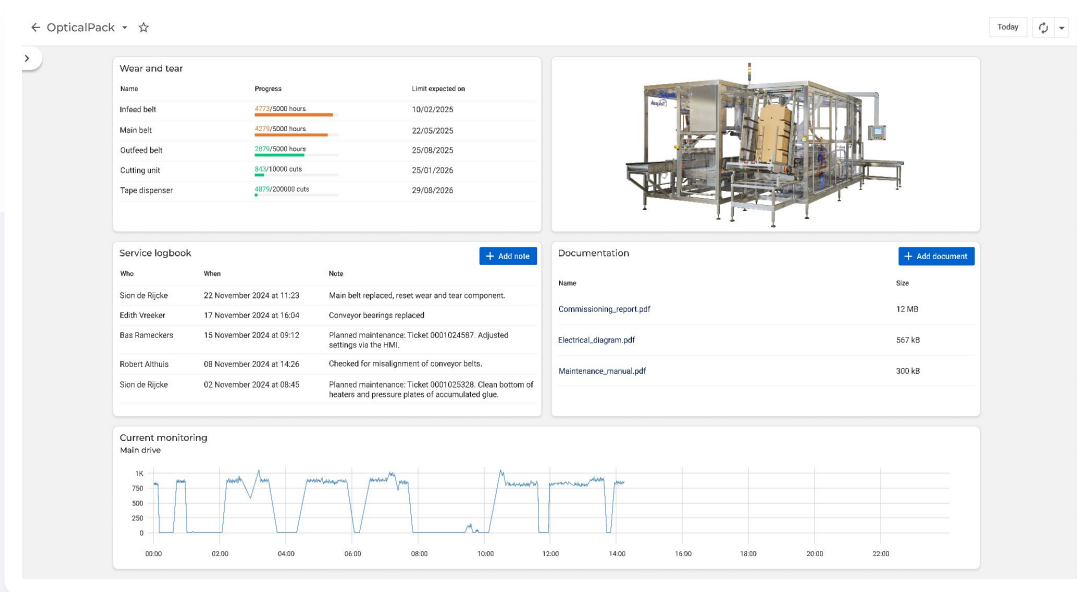
From monitoring live machine values to analyzing performance and generating reports, Machine Insights Cloud helps you understand how your machines perform.

Key Features

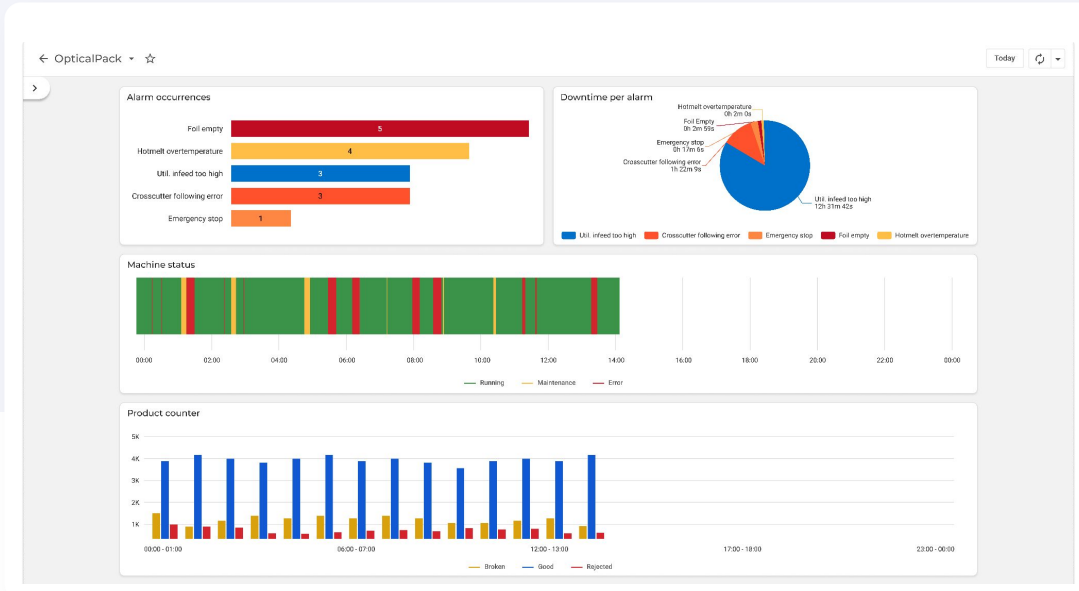
- PLC data logging with high-speed capture
- Dashboards and drag & drop widgets
- Live & historical data views
- Alarms and notifications (email, push, webhook)
- Store & forward to prevent data loss
- Asset management and wear part analysis
- Easily schedule automatic sending of reports via email (in PDF format)

*Smarter machines start
with smarter insights*





Insight into wear parts, with expected replacement dates.



Analysis of downtime with machine status, alarm occurrences, and downtime per alarm.



Machine Insights CLOUD

Overview

Data capturing

- PLC data logging
- 16GB metrics storage
- 16GB JSON object storage

Data visualization

- Dashboards and drag & drop widgets
- Live and historical data visualization
- Scheduled reports by email
- Asset management and wear part analysis

Performance

- High-speed logging (up to 50ms intervals)
- Data compression
- Reliable data transfer
- Store & forward to prevent data loss

Notifications

- Alarms & notifications via email and app
- Set alarm conditions
- Send tailored instructions with your notifications
- Send specific notifications to roles
- Personal message inbox
- Cloud connection monitoring
- Webhooks to link with other tools like ERP systems



 PROPACK Machinery
Out of material
FlowPacker #12
was triggered at
6/2/2024, 10:21 AM
UTC



Service Portal CLOUD

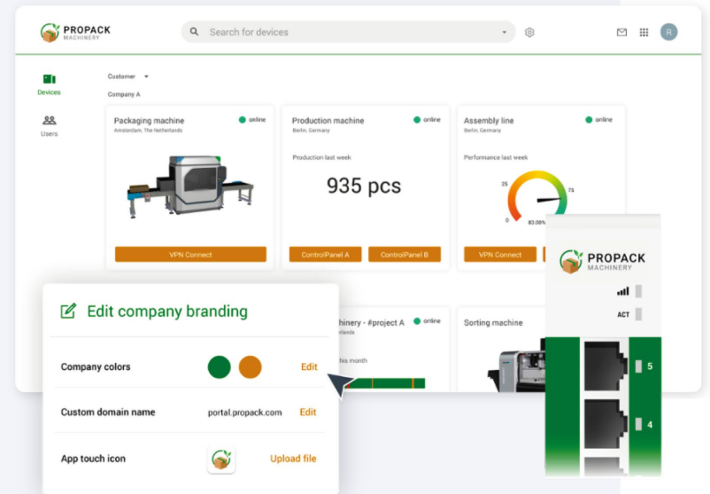
A personalized and scalable customer portal for seamless collaboration and communication.

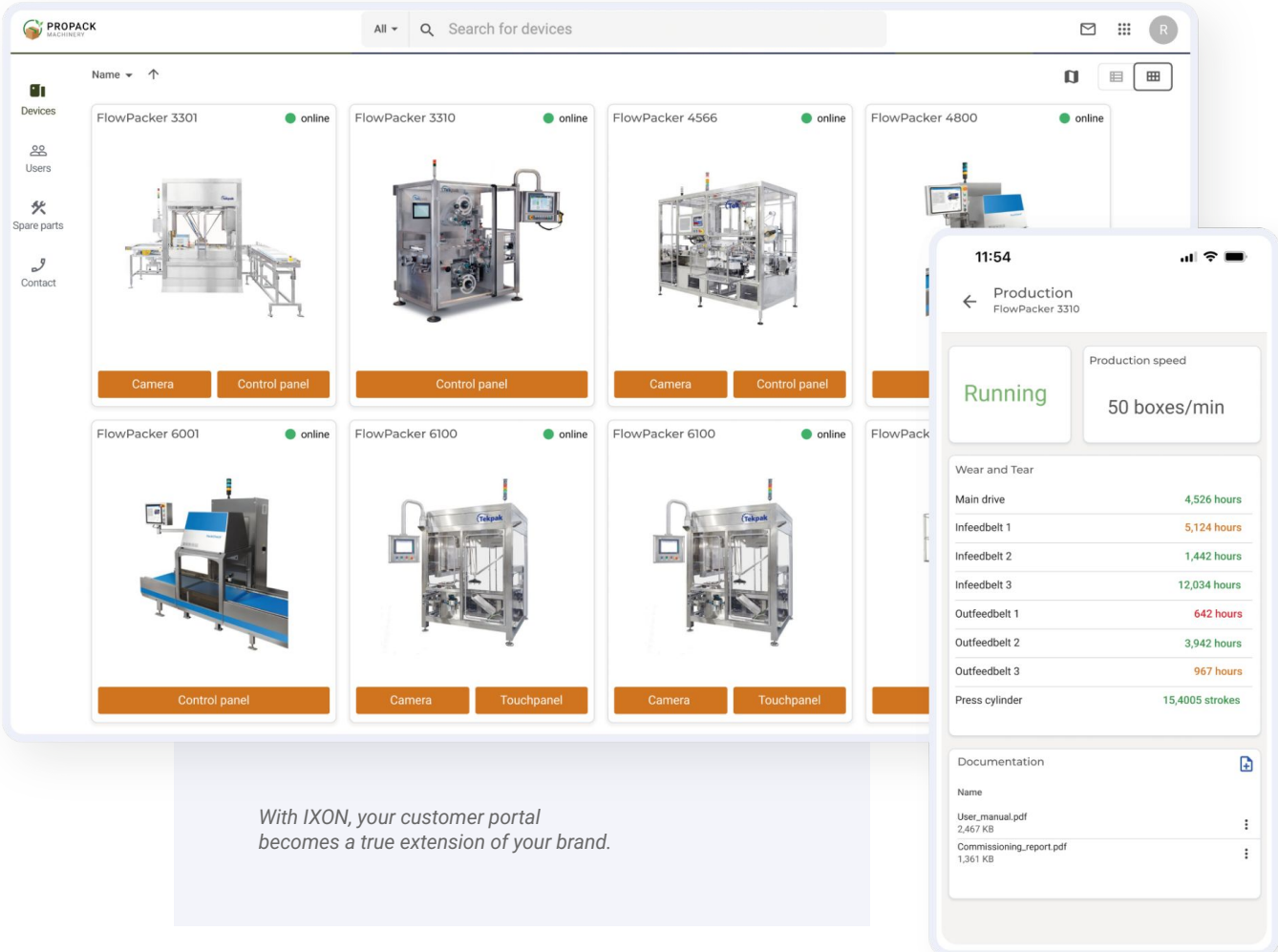
Give your customers access to everything they need, with your own branding. From machine insights to manuals, Service Portal Cloud is your customer's digital home base.

Key Features

- Invite unlimited users (no user-based licensing)
- White label (branded) portal, app and domain
- Self-service management and multilingual support
- Role-based messaging with instructions

Connect with your customers





The screenshot displays the Ixon customer portal interface. The main view shows a grid of machine status cards for various FlowPacker models. Each card includes a photo of the machine, its name, and an 'online' status indicator. Below each photo are buttons for 'Camera' and 'Control panel'.

A detailed view of a FlowPacker 3310 is shown on the right. The status is 'Running' with a production speed of 50 boxes/min. The 'Wear and Tear' section lists the following components and their hours:

Component	Hours
Main drive	4,526 hours
Infeedbelt 1	5,124 hours
Infeedbelt 2	1,442 hours
Infeedbelt 3	12,034 hours
Outfeedbelt 1	642 hours
Outfeedbelt 2	3,942 hours
Outfeedbelt 3	967 hours
Press cylinder	15,4005 strokes

The 'Documentation' section lists the following files:

File Name	Size
User_manual.pdf	2,467 KB
Commissioning_report.pdf	1,361 KB

With IXON, your customer portal becomes a true extension of your brand.



Service Portal

CLOUD

Overview

User Management

- Unlimited users and machines
- Advanced user and device management
- Hierarchical user groups
- Personalized invitations
- Self-service so customers can manage their own user accounts
- Access the portal as an app or web application
- Multi-language support

Customization

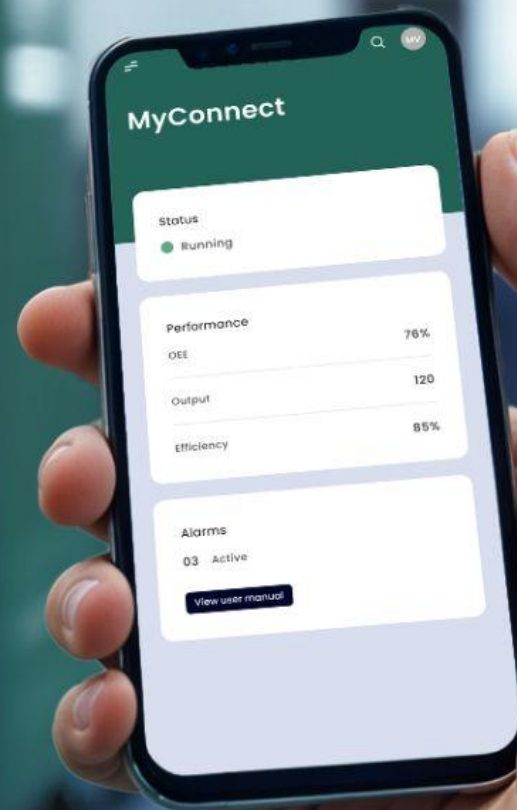
- App Engine
- Asset Modeling
- Machine cards in overview
- Drag & Drop widgets
- Customized pages for each machine
- Create homepages for e.g your ticketing system
- Customized login page
- Custom fields for machines and assets

White-labeled Branding

- Your logos and brand colors
- Your own domain name
- Your own app in Google Play and Apple Store
- Branded invitation emails
- Custom ToU and Privacy statement

Document Management

- 10GB file storage
- Link documents to your machines



Edge gateways

IXON's edge gateways are industrial-grade, security-first devices to connect your machines to IXON Cloud. They support remote access, data logging and Docker apps for custom use cases.



Key Features

- Secure, IEC-62443 certified OS
- Integrated firewall to isolate the factory network from the internet
- Dual WAN port for network segmentation
- Registration with IXON Cloud in just a second
- Fully configurable from the cloud
- Wide protocol support: OPC-UA, Modbus TCP, S7 & more
- Docker support for own applications (e.g. Grafana, Node-RED)



SecureEdge gateway



SecureEdge Pro gateway



	SecureEdge				SecureEdge Pro			
	IX5000	IX5005	IX5010	IX5015	IX6000	IX6005	IX6010	IX6015
Wi-Fi Client and Hotspot			✓	✓			✓	✓
4G Global		✓		✓		✓		✓
GPS		✓		✓		✓		✓
Ethernet ports (1Gbps)	3 x LAN, 1 x WAN (factory network / cloud) 1x configurable port for LAN or factory network				4 x LAN, 1 x WAN (factory network / cloud) 1x configurable port for LAN or factory network			
CPU	Quad-Core ARM Cortex-A53 1.8 GHz				Quad-Core ARM Cortex-A55 1.8Ghz + NPU			
Memory	1GB LPDDR4				4GB LPDDR4			
Storage	32 GB eMMC in pSLC-mode for reliability, with 5GB of user space							
Expandable storage	n/a				Yes, PCIe SSD in M.2			
Temperature	-25°C to 60°C							
Docker apps	n/a				Yes			
Touchscreen	0.96" monochrome				1.54" full color			
VPN speed (TCP/UDP)	Approx. 30 Mbit/s							
IXON Data Logging	OPC-UA, Modbus TCP, Siemens S7, EtherNet/IP, MELSEC, BACnet/IP, and plain-text TCP protocols Interval: up to 50 ms; save and forward to local flash memory to prevent data loss To IXON Cloud or third-party cloud providers via MQTT							
Security	VPN sessions encrypted with SSL/TLS protocol and authenticated with x509 SSL certificates							
Other software features	Local NTP server to keep your machine's time synchronized, local API for status and configuration from PLC							
Certificates	CE, cUL, FCC, AT&T, Verizon, Anatel, NBTC, IEC 62443-4-2 ¹							
I/O	1 configurable pin for input or output							
Other hardware	USB 2.0 via USB-C connector, eSIM, and TPM 2.0				USB 3.0 (Type C), eSIM, and TPM 2.0			
Dimensions (excl. DIN rail mounting)	112x101x31 mm (H x D x W)				111x111x45 mm (H x D x W)			

¹ See the official IEC 62443 accreditation certificate at <https://trust.ixon.cloud>

Security

The manufacturing industry is a top target for cybercriminals. Downtime is costly and systems are often easy to breach. That's why security is IXON's highest priority.

We go the extra mile to help you deliver secure machines and protect you and your customers from cyber threats.

Key Properties

- Global server network (17 data centers)
- Transparent uptime via status.ixon.cloud
- Data storage within the EU
- Advanced SIEM system to detect threats

Certifications

- ISO 27001 • ISO 27017 • ISO 27701 • ISO 9001
- IEC 62443-4-1 and IEC 62443-4-2 certified¹

¹ See the official IEC 62443 accreditation certificate at <https://trust.ixon.cloud>



IXON Trust Center

Find everything about IXON's approach to security, compliance, and privacy in our Trust Center.

trust.ixon.cloud

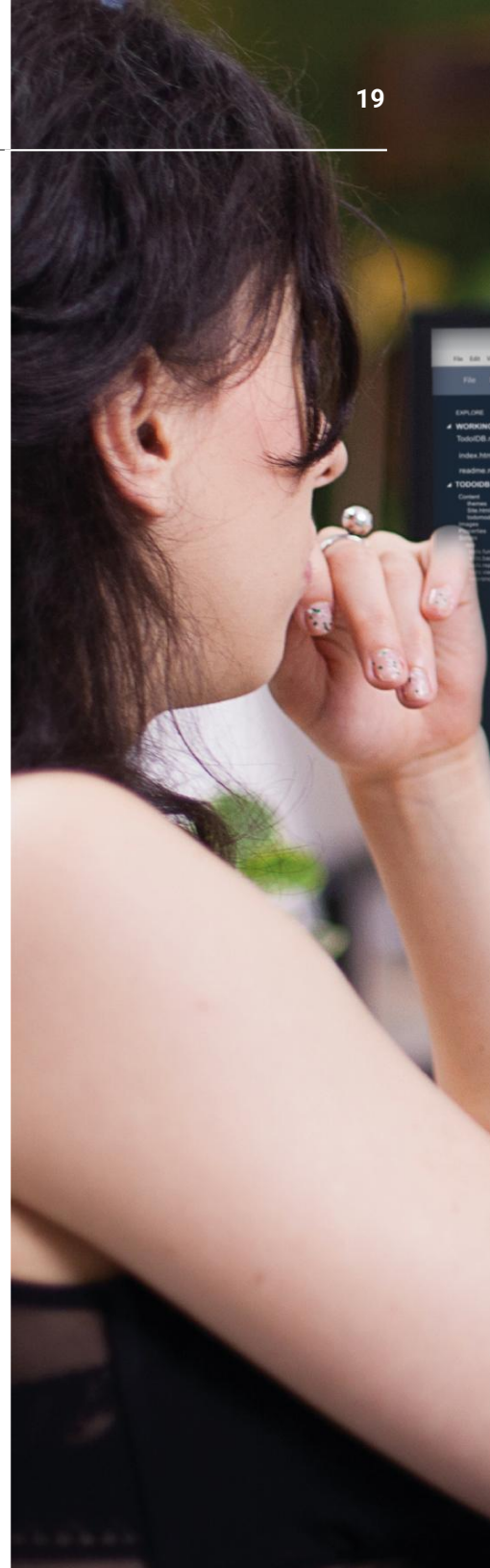
Open platform

Unlock your full potential with IXON's future-proof platform that adapts to your needs, not the other way around.

IXON gives you the freedom to build, scale and innovate without limits, so you can adapt to your needs now and in the future.

Key Properties

- Integrate with your current IT stack
- **APIs:** easily integrate with tools such as PowerBI and ERP systems
- **Marketplace:** ready-to-use apps built by IXON or our partners
- **AppEngine:** run your own apps on the solid IXON infrastructure
- **Docker apps:** run your own applications locally on the machine



```

1  { function: this.observable() };
2  <div style="background-image:url('picsamples/bg1.gif');
3  background: left top;
4  height: 100px; width: 200px;">
5  <p>... can be tied across the background, while the text runs across the top.</p>
6  </div>
7
8  // persisted properties
9  <p style="font-weight:bold;">HTML font code is done using CSS.</p>
10 <body style="background-color:yellowgreen,color:white;">
11 <!-- todo:todo -->
12
13 // Non - persisted properties
14 <div style="color:orange;">HTML font code is done using CSS.</div>
15
16 function: todoItem(data) {
17   var ... = this;
18   data = data || {};
19   <p>You can make <span style="font-style:italic;">some</span> the HTML <span> tag.
20   <p>You can bold <span style="font-weight:bold;">parts</span> of your text using the HTML tag.</p>
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```



IXON

Marketplace

Apps Partners

Submit your app

Marketplace > Apps

IXON Cloud Apps

Optimize your service offerings, and extend the value you derive from IXON Cloud by using the apps on this marketplace.

KEYWORDS



Service Logbook

Record all service actions in a central overview for you and your colleagues.



Digital Twin

Visualize the real-time position of your machine components with a 3D model.



Power BI Connector

Analyze machine data in Power BI. Automatically connect IXON data to Power BI, using a 90-day free trial.

FILTER

All apps (27)

Built by IXON (18)

Built by partner (9)

Services

Your focus is on designing and deploying new machines that elevate production to a new level. To thrive, it's essential to be surrounded by strong partners.

IXON is fully committed to assisting you with machine connectivity, security and service enhancement.



Product Support

Unlimited email and phone support during office hours.



Solution Engineering

Evaluate technical feasibility and define project requirements.



Trainings

Trainings and workshops for a quick and effective start.



Development Support

Access to code examples, 1:1 support, and code reviews on quality, security, and performance.



Legal & Security Desk

Get assistance with cybersecurity, IEC-62443, GDPR, NIS, data ownership, IT risk questionnaires, and more.



Integration Partners

Global network of integration partners for app development and business consultancy.

Leading machine builders go for the best





Eager to discover the
platform by yourself?

Request your evaluation kit

info@ixon.cloud

+31 85 744 1105

www.ixon.cloud