



## Benefits

- Answer faster to customer's need
- Increase competitiveness
- Access to international market

## Hexa-Pac solves customer problems remotely using eWON routers and software applications

Hexa-Pac, a distributor company of packaging and weighing machines, is a leader in its field in France and wants to provide to its customer the better service possible. The company offers a wide range of machines, from electronic sorting machines to palletisers, and from baggers to automatic staplers for tray packs.

« Our customers mainly come from the agri-food sector, but that includes an extremely broad and varied spectrum. It includes potato farmers, citrus fruit growers, onion farmers, and companies that process seafoods or frozen foods » Guillaume Loonès says, an electrical engineer in charge of design at Hexa-Pac.

As the group plans to target neighbouring countries in the future, its network infrastructure has to make the grade of this worldwide collaboration. The packaging sector has been expertizing in more and more automation and complex processes. Practically all companies working in this sector make increasingly complex machines, and even if these might increase the companies productivity, these also require highly skilled operators.

« A machine breakdown is a major problem for our customers. Many of them do not have in-house technicians able to quickly identify the cause of the failure. That is why they count on us to handle the situation. But if the machine is hundreds of miles away, the technician's journey wastes a considerable amount of time and generates a loss of revenue, not only for the customer but for us as well » states Guillaume Loonès.

« Our machines are known for their quality, but a machine is still just a machine. A problem can always occur. And when it does, you need to act very quickly. That is not always easy, especially if the customer is hundreds of miles away.

But since we started using eWON hardware and software solutions, we can offer our customers much faster services at a much lower cost without the need to send out a technician. Everybody wins »

**“Our customers are as happy as we are. With eWON, everything is transparent. Dialogue with the machines is easy, and problems are diagnosed and above all, solved quickly”**

Customer: Hexa-Pac  
Country: France  
Sector: Packaging  
Solution: eWON Cosy 141



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For the customer, a interruption in the machine production is a big issue that has to be quickly managed

## eWON Cosy 141 and Talk2M

This technology uses Talk2M service which is a cloud-based software application developed by eWON. A multiple award-winning product, this solution provides a secure communication route via the Internet between the user and the remote machine, without altering the computer network at either end in any way.

The technician making the remote connection can only access his own machine, and is therefore unable to enter the customer's local network. Moreover, each eWON industrial router connects exclusively to the Talk2M server. An identification system guarantees that the router can only communicate with the Talk2M server that has the same identification key. A user can therefore communicate only with eWON routers that are linked to the operator's Talk2M account.

Because Hexa-Pac does not only require remote maintenance features, the company chose the Cosy 141 from eWON's range of industrial routers. Cosy is the entry-level model in the eWON industrial router range. It has four Ethernet ports to connect the machine locally, a WAN Ethernet port for connection to the Internet via the local network, and a serial port for serial connection of PLCs.

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