



# Talk2M Secure Cloud Service for Industrial Remote Solutions



## IIoT Cloud for Remote Connectivity

As the first secure industrial connectivity service in the cloud, Talk2M is a highly reliable, efficient and secure solution for remote machine connectivity, including a state-of-the-art global server infrastructure.



# Reach out to your machines anywhere in the world!



- The first secure Industrial IoT connectivity service in the cloud
- Reliable solution to connect for remote machine connectivity
- Unique coverage through a worldwide infrastructure

## Talk2M Facts and Figures:

300.000+ Ewons registered | 28+ Million total VPN connections | 156 countries out of 196 worldwide

Talk2M and its user community keep on growing. Check out real time facts & figures on <https://talk2m-live.ewon.biz>



# Talk2M

## Secure cloud for industrial Remote Solutions

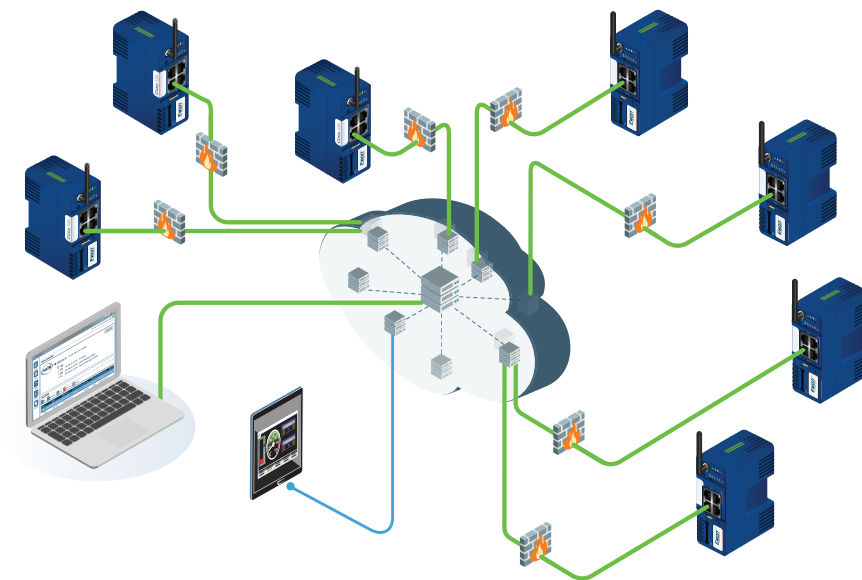
Since 2006, the unique Talk2M service meets the expectations of Machine Builders, System Integrators and OEMs who want to access their machines remotely in a easy and secure way.

Over the years, Talk2M has become more than a cloud for remote access to machines - it has developed into a fundamental link in the Industrial IoT value chain. Software teams also take advantage of the Talk2M platform to securely retrieve data from the field, developing applications which add value to the data.

With well-defined operational services to manage accounts and devices, Talk2M is the best choice for your remote solution.



## A powerful and scalable infrastructure



- High availability for maximum business continuity

Two options are proposed:

- Talk2M Free+, featuring several hosting partners.
- Talk2M Pro, hosting at Rackspace™ and other high-end hosting partners.
  - Mission critical hosting partner and service.
  - SLA (service level agreement). Check our Terms of Use: [www.ewon.biz/terms-of-use/talk2m---terms-of-use](http://www.ewon.biz/terms-of-use/talk2m---terms-of-use)

## Fully redundant server architecture

- 3 different hosting providers geographically distributed to maximize resilience.
- Separated access servers and VPN servers for an optimized roll out mechanism.

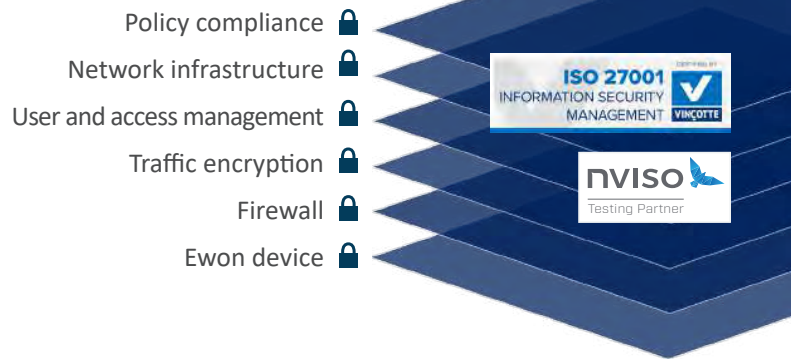
## Proximity ensures low latency

- Optimized server locations for minimized latency.
- Worldwide hosting sites in e.g. Europe, North America, Japan, China, Australia, India, South Africa, Brazil, Singapore.

## First rate monitoring

- Supervised 24/7/365 by on-duty engineers.
- Based on KPI's (key performance indicators) gathered from all servers.
- Proven and effective monitoring software.

# Layered security approach



Talk2M ensures high security using the “Layered security approach” also called “Defense in Depth Approach”.

This approach safeguards information integrity and confidentiality along with information system availability and resilience.

## Policy compliance

Compliant with:

- Existing corporate security policies
- Firewall rules
- Proxy servers

## Network infrastructure

- Globally redundant Tier 1 hosting partners
- 24/7/365 monitoring
- SOC1/SSAE 16/ISAE 3402, SOC2 and ISO 27001 certified Data Center
- CSA corporate member

## User and access management

- Access control
- Accountability: Audit trail

## Traffic encryption

- Communications are transmitted through end-to-end encrypted tunnels using OpenVPN and SSL-TLS protocol

## Firewall

- IP, port and protocol filtering and firewalling available

## Ewon device

- Network segregation, 1:1 NAT
- Device authentication

## Access control

- Advanced user and device access control with Talk2M by configuring groups of users and pools of Ewon devices.
- Unique user login and customizable password policy by the account administrator to guarantee compliance with corporate user identification and password policy.
- Two-factor authentication via the user’s mobile phone.
- User lockout implementation to prevent too many connection attempts from an unauthorized user trying to guess the password.
- Digital input/key switch to keep local control (enable/disable).

## Accountability: Audit trail

By accessing the logging activities of each device, account administrators can see:

- Who has connected
- When the connection was established
- How long connection lasted

Audit trail is a useful tool when dealing with legal and security regulation compliance.

Talk2M provides 4 different firewall setting rules, from least restrictive to most secure:

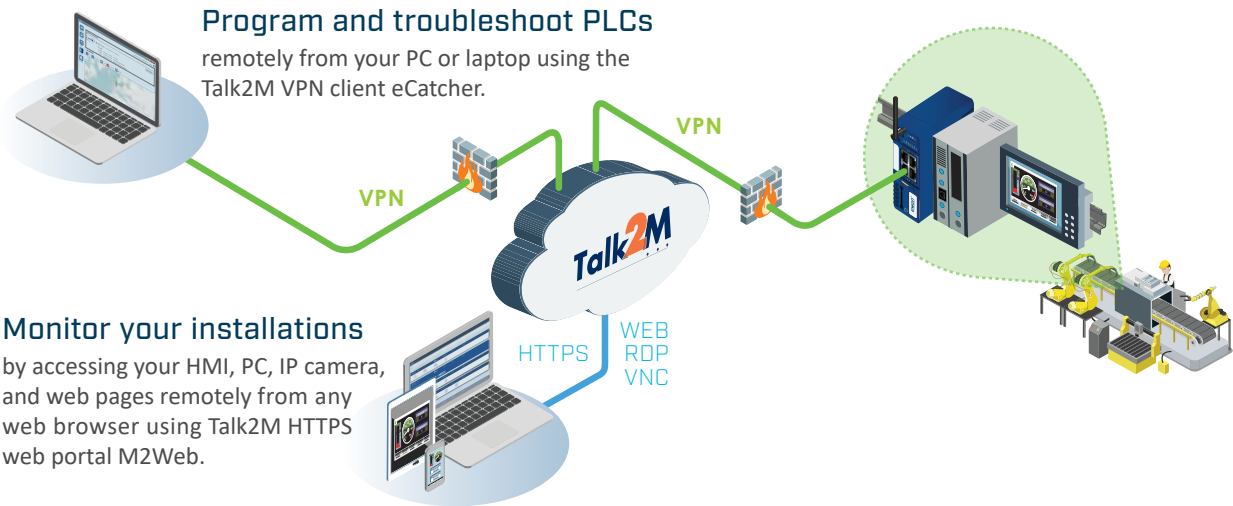
1. Standard
2. High
3. Enforced
4. Ultra

The 4 firewall levels are based on declared devices IP, ports, gateways and Ewon services (FTP server, HTTP server...) access. Moreover, the requested configuration can be applied to a selected group of users.

## Regular Security audits

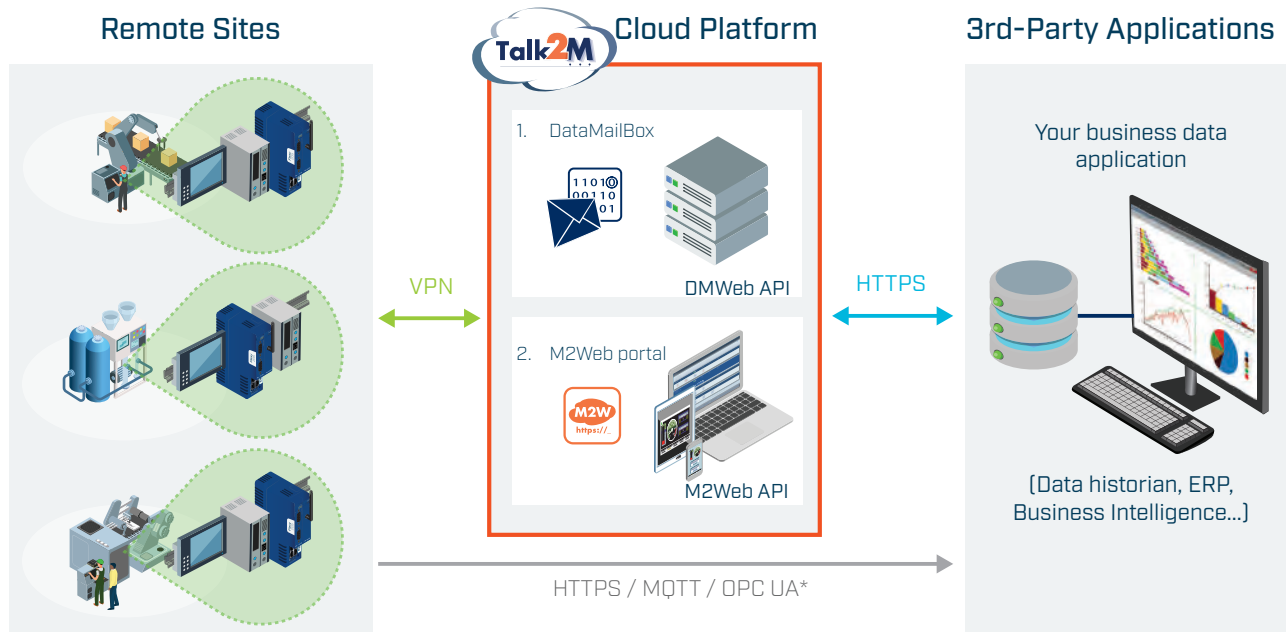
The Talk2M security environment is regularly tested and challenged by cyber security companies such as NVISO ([www.nviso.be](http://www.nviso.be)).

# Connect to your remote sites with Talk2M



# Collect your remote data with Talk2M

In addition to Remote Access, Talk2M provides data services such as data collection from remote sites and alarm management which allow performance monitoring and proactive maintenance.



## 1 - DataMailbox: Buffering of your historical data.


- Thanks to a Web API, poll all your data from DataMailBox into your Historian, Business Intelligence system, etc.
- The data is synchronized without any risk of duplication.

## 2 - M2WEB portal: Poll instantaneous values and interact with your devices.

- Poll your devices through Web APIs to build custom dashboards or other monitoring applications.
- This method is also valid for mobile applications.

\*If needed, data can also be directly sent via HTTPS / MQTT / OPC UA to your own server or IIoT platform.

# Select your Talk2M service

	Talk2M Free+	Talk2M Pro
Pricing	Free	Subscription
No. of users and devices	Unlimited	Unlimited
Concurrent mobile connections <sup>(1)</sup> (M2web + eCatcher Mobile)	5	Unlimited
Concurrent desktop connections <sup>(1)</sup> (eCatcher)	1	3+ <sup>(2)</sup>
Included monthly Remote Access traffic	Max 3 GB	9+ GB <sup>(3)</sup>
Included monthly DataMailbox upload	Max 5.000.000 datapoints	10.000.000+ datapoints <sup>(4)</sup>
Advanced user rights management	No	Yes
Ewon Device grouping (pools)	No	Yes
Additional Traffic, SMS, concurrent connections	Unlimited	Unlimited
Wake-up SMS/Alarm SMS per month (Sent through Talk2M without sim card)	0 <sup>(5)</sup>	50 <sup>(5)</sup>
Service Level Agreement	Services provided as-is	Yes

<sup>(1)</sup> Concurrent connections refer to the number of simultaneously connected users on a single account  
<sup>(2)</sup> Additional desktop concurrent connections can be purchased / 3 additional GB included per concurrent connection.  
<sup>(3)</sup> Pro Accounts exceeding the allocated VPN monthly traffic are subject to overage charges.  
<sup>(4)</sup> Pro Accounts exceeding the allocated DataMailbox data usage are subject to overage charges.  
<sup>(5)</sup> Additional SMS are subject to an additional fee

## Trusted all over the world



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