

# Cisco IoT Operations Dashboard's Secure Equipment Access Helps Improve Operational Efficiency

## Centralized management and remote access to connected assets helps organizations improve responsiveness, efficiency and security.

Connecting industrial assets in harsh environments, ranging from traffic signage, kiosks and ATMs to fleets and mass transit vehicles is increasingly important and a key focus of critical infrastructure investment. The promises of digitization at the industrial edge are many. They include improved operational efficiency, better customer experiences, and enhanced business resiliency.

However, many organizations are facing challenges in realizing these benefits. For example, ensuring reliable connectivity may be difficult in remote locations that are difficult to access. Providing this connectivity in turn leads to complexity in managing and maintaining equipment. At the same time, ensuring employee safety during site visits and minimizing downtime place an additional load on operations teams.

For the gains of digitization to be realized, operations teams need tools that allow them to minimize downtime and increase operational efficiency. They need to be able to maintain remote assets without time-consuming and costly site visits. And solutions need to be simple and intuitive to use, without requiring deep IT expertise. At the same time, they must be easy to deploy, without the need for complex integrations between different systems from different vendors. This becomes increasingly important as organizations grow and the scale and range of assets that need to be supported increases.

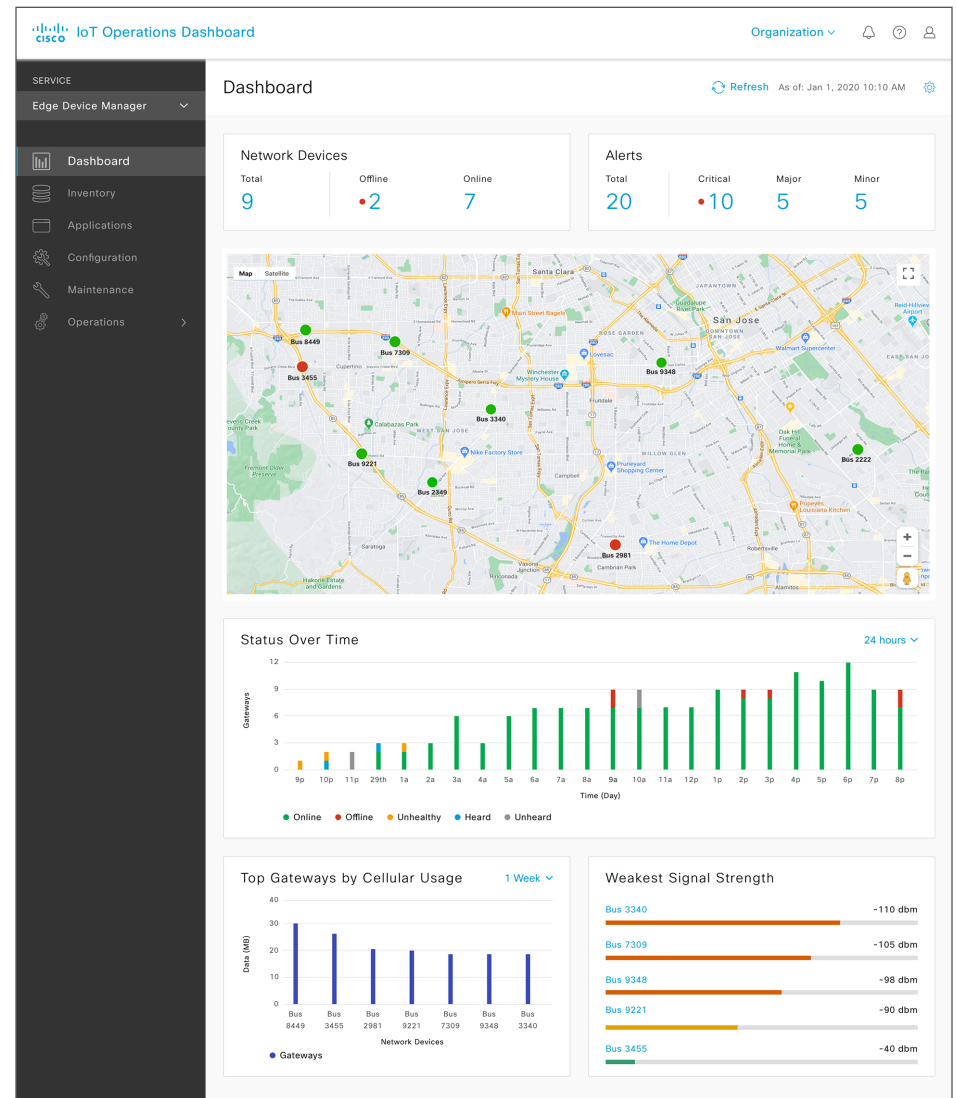
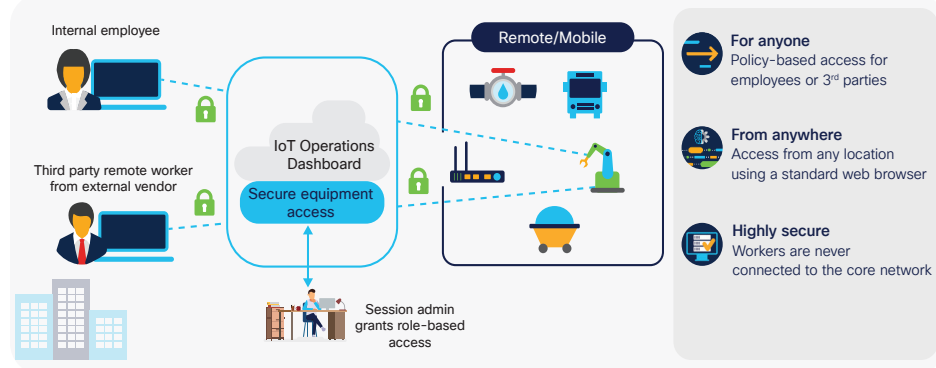
## Summary

### Powerful tools to unleash the value of your industrial IoT investment

IoT Operations Dashboard with Secure Equipment Access helps you to realize the benefits of industrial IoT and improve operational efficiency in harsh environments. It provides visibility into your network and your connected assets together with highly secure remote access that allows your operations teams to minimize asset downtime without the need for time-consuming and expensive site visits, while keeping your network and connected assets secure.

Cisco's IoT Operations Dashboard Secure Equipment Access offers role-based access to connected equipment and assets for internal employees and external workers, such as external systems integrators or equipment vendors. Operations staff can easily define who has access and which privileges are enabled. This means that when an issue needs help from an external partner, operations staff can provide access to the partner with just a few clicks. A technician from the partner organization can then troubleshoot the issue easily, using just a standard web browser. No additional software is required on the worker's laptop, and they are never connected to the organization's internal network. Secure Equipment Access provides an intermediary in the cloud, preventing direct connection to the industrial network. Keeping everything secure.

Figure 1. Secure Equipment Access helps you securely manage connected assets from anywhere



## Simple, secure visibility and remote access

With Cisco® IoT Operations Dashboard's Secure Equipment Access, operations teams have centralized visibility into Cisco industrial routers and gateways and secure access to connected industrial assets. The dashboard provides workers with remote visibility of the location of each network device and its connected assets, and Secure Equipment Access enables them to upgrade or troubleshoot the connected assets easily and securely.

Secure Equipment Access offers the following capabilities:

- Centralized deployment and visibility of connectivity for your Cisco industrial routers and gateways and your connected industrial assets
- Secure role-based access for anyone who is provided with access, inside or outside your organization, to your industrial assets
- The ability to remotely maintain and upgrade connected assets using just a browser
- Security to help ensure that remote workers are never directly connected to the core industrial network
- Easy-to-use configuration tools for your operations team to define and manage credentials while complying with security policies defined by IT

## Learn more

For more information, visit [cisco.com/go/operationsdashboard](https://www.cisco.com/go/operationsdashboard)

## Remote troubleshooting for connected equipment at the roadside

As an example, operations staff might be made aware of an issue with a road sign in a particular location. Using the IoT Operations Dashboard, they can determine which Cisco industrial router or gateway is providing connectivity to the sign, check that connectivity is available, and then provide remote access using Secure Equipment Access to enable a technician from the equipment vendor to address the issue. The technician can use Secure Equipment Access to establish connectivity between their PC and an application controlling the sign to troubleshoot the issue, remotely and securely, without accessing the industrial network. The technician can then determine a solution and perhaps dispatch a repair technician with the new parts required to repair the sign. There is no need for operations staff to visit the site, and they can be sure that issues are addressed quickly and efficiently. See Figure 2 for an example deployment.

Figure 2 illustrates a deployment using the Cisco Catalyst® 1101 Rugged Router (IR1101), with the Secure Equipment Access agent installed. The worker laptop requires just a regular web browser, such as Google Chrome. For a full list of supported network devices, please refer to the IoT Operations Dashboard [datasheet](#).

IoT Operations Dashboard is an easy-to-use, modular toolset for operation teams to deliver and remotely manage industrial IoT securely, flexibly, and at scale. It is cloud-based, and includes a range of services including Secure Equipment Access, which can be purchased via the IoT Operations Dashboard Advantage subscription. For information about all industrial IoT promotions, visit [Cisco IoT promotions and offers](#).

Figure 2. Secure Equipment Access with IoT Operations Dashboard

