

# VPN Remote Access

## A Crisplant Hotline service



### FEATURES >>

- Secure and encrypted remote environment
- High-Speed connection
- Redundant Remote Access system
- Log reports

### BENEFITS >>

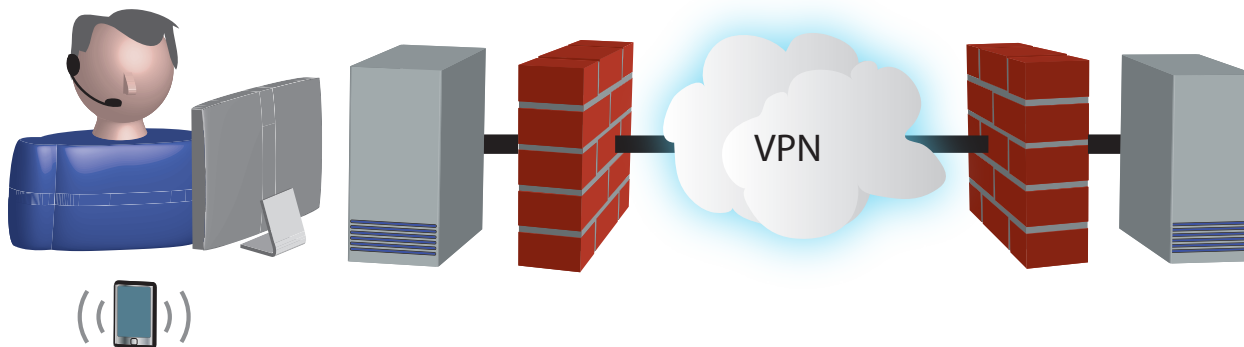
- Quick login and support from Crisplant Hotline
- Reliable connection

When our customer's need help from Crisplant Hotline experts, it is very important that we can provide fast support and login to the customer's system via a reliable connection. Once an error occurs it is vital that this connection, which is the fundamental prerequisite for maintaining the customers' lifeline in case of breakdown, is stable, quick and secure.

Crisplant VPN Remote Access is a service to customers who want their remote connection to Crisplant to be as fast and reliable as possible.

- The Crisplant VPN Remote Access ensures fast access when Crisplant Hotline needs to connect to customer systems to provide support.
- The VPN ensures a reliable connection at a very fast speed compared to other technologies e.g. ISDN or analogue modem.
- The VPN ensures a high level of security in the way Crisplant Hotline connects to customer systems. Traffic is strongly encrypted using reputable algorithms.

As VPN connection is a prerequisite for getting the utmost of the Hotline Product Package, customers with Crisplant VPN Remote Access will be able to use a wide range of other Crisplant products. E.g. Connection Monitoring of connection from Crisplant Hotline and the possibility of getting log reports. The VPN Remote Access is based on the latest technology, providing secure, fast and stable connections via the Internet. Today we have more than 40 percent of our contracted customer sites supported via VPN Remote Access.



Crisplant Hotline VPN Remote Access

Customer

Crisplant VPN Remote Access is a service to customers, who want quick support from Crisplant Hotline and a very high level of security on the incoming connection.

When a problem is reported to Crisplant Hotline and remote connection to our customers' systems is needed, the connection is very easily available and troubleshooting can begin. While connected transfer of e.g. log files will happen in high-speed and minimize down-time for the customers' systems.



### HPP Hotline Product Package

- Hotline Support
- Server Inspection
- Connection Monitoring
- Performance Monitoring
- Remote Optimizing
- Customer Training
- Advisory Service
- Virus Protection
- OS Patching
- VPN Remote Access

Ask your local Crisplant office for more information. Check [www.crisplant.com](http://www.crisplant.com) for your nearest Crisplant Support office.

### Customer Support

Crisplant GmbH, Germany  
Tel +49 (0) 6074 89390

Crisplant BV, The Netherlands  
Tel +31 (0) 318 648 790

Crisplant Eurl, France  
Tel +33 4782 65872

Crisplant Spain S.L., Spain  
Tel +34 933 443 243

Crisplant Ltd. ,UK  
Tel +44 (0) 1530 26 7091

Crisplant Pty. Ltd., South Africa  
Tel +27 11 390 3940

Crisplant Service (Asia Pacific),  
Singapore  
Tel +65 96 62 35 85

Crisplant Singapore Pte. Ltd.,  
Singapore  
Tel +65 62 94 13 34

Crisplant (Shanghai) Co. Ltd., China  
Tel +86 21 6252 2211

Crisplant Asia Pacific Ltd.  
Hong Kong  
Tel +852 2543 0138

#### Crisplant a/s