



Connected Services

Keep production moving with fast, secure remote support

Unplanned downtime and waiting for site visits cost valuable hours of production. Even the best machines sometimes need fine-tuning, diagnostics or expert guidance. Every delay means lower output, higher costs, and pressure on your operations.

With ENRX Connected Services, you don't have to wait. Our specialists can securely connect to your equipment within minutes — to troubleshoot, optimise settings and ensure your systems perform at their best. All sessions are fully under your control and designed with industrial-grade security.

Why it matters



MAXIMISE UPTIME

Most issues can be diagnosed, and often resolved, remotely before they disrupt production. That means fewer interruptions and more stable output.



TAP INTO ENRX EXPERTISE

The engineers who built your system are ready to support your team directly. You get immediate access to the knowledge that keeps your process running smoothly.



SECURE BY DESIGN

Connections are always encrypted, customer-initiated and transparently logged. You remain in control at every step, with full visibility of each session.

Customer benefits



POST-PROVISIONING TUNING

After installation, our specialists work with your team to fine-tune advanced settings. The result is a machine that matches your process precisely and delivers peak efficiency from day one.



LESS DOWNTIME

When something goes wrong, our service team can connect within minutes. Many problems are diagnosed and resolved instantly, avoiding long stoppages and keeping production on track.



SMARTER FIELD VISITS

Not every issue can be solved remotely. When a site visit is required, we make it count: our engineers arrive with the right tools, the right parts, and full background knowledge. That means faster, more effective support.



FUTURE-READY PLATFORM

ENRX Connected Services is the entry point to a digital service environment. Over time, you gain access to predictive maintenance tools, self-service options, fleet-wide monitoring and performance statistics that strengthen decision-making.

What's included

We provide everything you need to enable secure remote access: a compact gateway with 4G/Wi-Fi connectivity, protected by an industrial-grade VPN.

Each session is initiated and closed by you, with the option of a full activity log. Security is built into every level — with private APN, restricted services, strict access controls and complete data encryption.

Service framework

ENRX Connected Services is delivered within a clear and reliable service framework. The solution is included during the warranty period, and can be extended afterwards through a service agreement tailored to your needs.

When connected via your own network, we work with you to ensure best-practice segmentation and shared