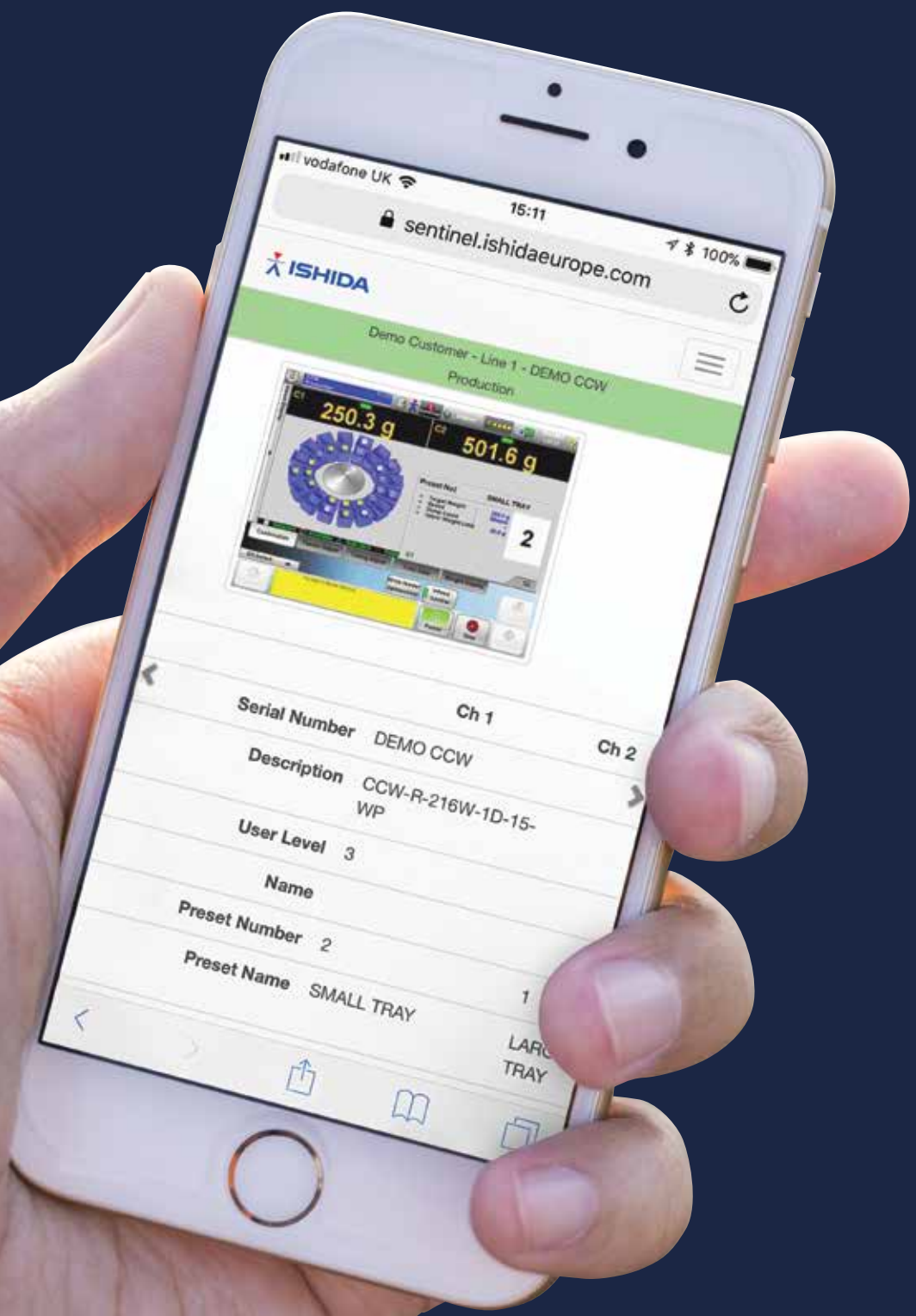# Ishida
Sentinel™

Remote Machine Reporting
& Advanced Support

Advanced Services

Ishida Sentinel™

Realise the benefits of Industry 4.0 with integrated software solutions from Ishida

Ishida Sentinel™ is an advanced machine monitoring tool providing detailed performance reporting and the optional benefit of specialist Advanced Support options when required.

By establishing a secure 'outgoing' connection between your machine and the Ishida Sentinel™ Cloud, real-time machine data analysis identifies the critical information needed to improve your performance.

Through clear and effective web-based dashboards, Ishida Sentinel™ provides users with information whenever and wherever it is required.

In addition and when requested by your own Ishida Sentinel™ user, Ishida technical experts can gain a detailed overview of the machine status. Allowing them to advise, guide and potentially repair remotely to reduce unplanned downtime.

Ishida Sentinel™

iTPS

Bagmaker

AirScan

CCW

X-ray

DACS

Tray Sealer

Ishida Sentinel™ features and benefits

Reporting Pack - Web-based performance dashboards
Instant and secure access to priority information for your Ishida packaging line equipment whenever and wherever you need it.

Accessibility – Phone, Tablet, PC
User friendly graphs, charts and pre-configured reports on any web-enabled device, allowing you to focus on critical information to enable rapid decisions.

Automatic emailed performance reports
The essential 'Actionable Information' emailed directly to your inbox daily, weekly and monthly.

One platform for your Ishida machines
Ishida Sentinel™ harnesses all compatible Ishida machines into one system, providing greater insight into your packaging line performance.

Remote Advanced Support
Using the secure SSL encrypted connection, Ishida engineers can react when required to significantly reduce machine downtime.

Specialist intervention to optimise and boost performance
Ishida engineering know-how and the unique visibility of your machine data can be combined to significantly enhance your packaging equipment efficiency.

Approved data security - Providing peace of mind
Conforming to the IEC 62443 standard for Industrial Automation Security, Ishida Sentinel™ and Ishida treats all customers data with the utmost importance.

Multi-lingual software
To support our global customer base, Ishida Sentinel™ is available in a range of languages to suit your needs.*

*Required languages are reviewed regularly and assessed depending on customer demand.

Ishida Sentinel™ Licensing Packs
Modular solutions to suit your needs

Actionable Information

Ishida Sentinel™ Reporting Pack

Unlimited 24/7 access to the Ishida Sentinel™ Web-based Dashboard showing live machine performance	Emailed performance reports – Daily, Weekly, Monthly

Advanced Remote Support

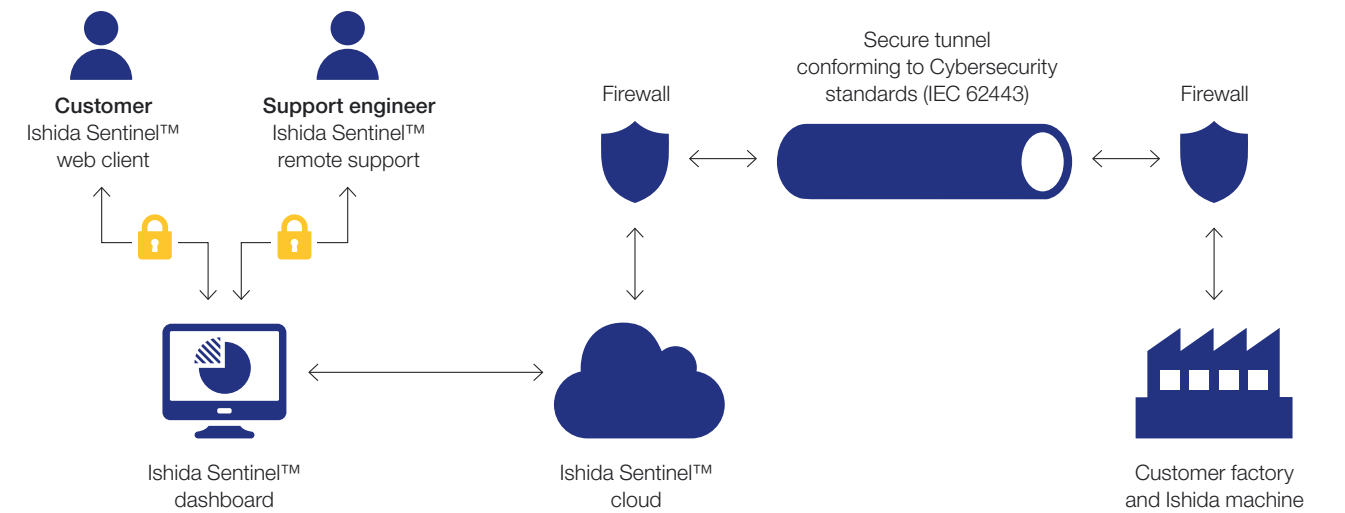| Ishida Sentinel™ Intervention Pack	Ishida Sentinel™ Service Pack
Remote Support - On-demand when needed most	Pro-active Remote Support
Three Remote Interventions to be used as required for any connected machine with no expiry date	Real-time monitoring by the Ishida service team
	Critical fault reporting
	Three Remote Interventions per year, per machine, expiring annually

Ishida Sentinel™ - Committed to protecting you and your data

Safeguarding our customers privacy and security is of the highest importance to Ishida. Ishida Sentinel™ employs proven and approved methods and processes to manage the transfer, storage and user access to all data.

▲ **NO ACCESS to your company network** – Connected machines only require an 'Outgoing' connection to the dedicated Ishida Sentinel™ Cloud.

▲ **Offline Storage** – Using a dedicated SQL database prevents any possibility of external access to machine data.

▲ **Approved Machines** – Only pre-approved Ishida machines can connect to the Ishida Sentinel™ Server ensuring complete access control.

▲ **Password Protection** – 'Strong' passwords ensure that access to machine data is limited to registered users.

▲ **SSL Encryption** – Ensures data transmission is protected at all times.

▲ **Secure Data Handling** – IEC62443 approved, Ishida Sentinel™ meets or exceeds industry standards for Industrial Automation and Control System Security.

▲ **GDPR compliant** – Ishida Sentinel™ holds only the necessary and agreed user information required to provide our data services.

How it Works – Connection Process

Customer
Ishida Sentinel™
web client

Support engineer
Ishida Sentinel™
remote support

Firewall

Secure tunnel
conforming to Cybersecurity
standards (IEC 62443)

Firewall

Ishida Sentinel™
dashboard

Ishida Sentinel™
cloud

Customer factory
and Ishida machine

Additional services from Ishida

Service 365 - Aftersales Support

Get the best out of your Ishida equipment and spread the cost. Preventative service plans available at competitive monthly rates. Can you afford not to?

An Ishida Service 365 agreement is designed to enhance our customers experience and maintain the high performance levels achieved by the equipment. We offer 3 levels of contract, all are tailored to suit the needs of your business depending on equipment type, usage and environment.

Working with you
every step of the way

Our extensive R&D investment is directed at meeting the challenges of the fast-changing food industry around the globe.

We aim to support our partners fully, from the very start of the buying process, and you will find many equipment brochures, visual animations and case studies available on our website. When you are ready to make contact, a well-resourced network of Ishida companies, distributors and agents, extending across Europe, the Middle East and Africa, can provide advice and organise demonstrations and trials.

Installation is rapid and efficient. For integrated packing lines, we use proven project management techniques and methodologies, tuned to your key objectives and specifications.

A dedicated pan-European service engineering team helps to maximise the performance, functionality and reliability of our installed base. In addition, spares facilities are strategically placed throughout the territory, offering 24-hour delivery in most cases.

helpline • spares • service • training

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