

# HOW REMOTE ACCESS INTEGRATION IS CHANGING ELECTRONIC MANUFACTURING

Remote access integration is completely changing electronics manufacturing, helping companies excel in aftermarket and customer service. Here's how.



## KEY INSIGHTS

Integrating remote access into your product or manufacturing processes can do wonders for the service you provide as an electronics manufacturer.

Well, it makes a huge difference when it comes to potential profits. A recent report by McKinsey states that offering parts and services post-sale can translate into profits four times as high than the ones for new equipment sales.

**OFFERING PARTS AND SERVICES POST-SALE CAN YIELD**



source: McKinsey report

Furthermore, providing great service will also make your shareholders happy.

Companies excelling in aftermarket service offer almost double shareholder value in comparison to those not doing it.

**EXCELLING IN AFTERMARKET SERVICE**



**SHAREHOLDER VALUE**

source: McKinsey report

Doing so will help you minimize spending by easily providing remote product support, as well as firmware updates.

As an electronics manufacturer, providing connected products, while at the same time offering the best possible service, is a must. Great customer support and, in turn, customer satisfaction, depend on it.

## NOT JUST ANY REMOTE ACCESS INTEGRATION

Integrating the first remote access solution you come across won't do. That would be like handing out the keys to your house to the first person you meet.

RealVNC remote access integration adheres to RealVNC's strict security principles. It's a scalable solution, that integrates enterprise-grade security, with features like end-to-end encryption.

It complies with standards like ISO27001, with security certified by recent penetration tests and

white box audits.

It's also very flexible. You can integrate the OEM solution if you're after rapid time-to-market and all the important features.

For something customized, the SDK allows you to build what you require. Additional resources are provided at the end.

## INTEGRATING REMOTE ACCESS TO ENHANCE PRODUCTS: REAL-LIFE SCENARIOS

### The Manufacturer Providing Support and Upgrades

You're manufacturing a great range of electronic products. Your customers love the products; however, at times, the occasional issue appears. It's a simple fix, but the product must be sent to you for it.

What if your staff could access the product remotely and quickly fix the issue, without it leaving the customer's office? Remote access integration makes this scenario realistic. Furthermore, once the issue is documented and a fix is identified, you can implement it remotely as well.

Imagine the time and money you'd be saving!

### The Manufacturer's Customers Accessing Devices Remotely

The equipment you manufacture is very easy to use. It takes very little training and, even if the end-user makes a small mistake, another employee could easily show them what to do. The only issue is that your customer's employees work in three different locations, hundreds of miles away from one another. Every time that short training is needed, they need to travel between locations.

What if your customer's employees could access the equipment between locations? By integrating RealVNC remote access, it all takes a couple of clicks, saving time and money.

## SUPPORTING INTERNAL OPERATIONS

But remote access integration for electronic manufacturers is about more than service. It can have a significant impact on internal manufacturing operations.

In your factory environment, you have custom-designed equipment that requires parameter changes. An engineer needs to travel there and physically do it. And when things malfunction, the

time it takes for someone to get there and fix it translates into downtime.

What if maintaining, monitoring, and troubleshooting could be done remotely, from your technicians' desks? The same technician could keep an eye on several sites, even in different countries. RealVNC remote access integration makes it all a reality.

## FIND OUT MORE!

Here are some key resources:

- The [Quick Start Guide to Remote Access Integration](#) - step-by-step instructions to get started.
- The [OEM & SDK Playbook](#) - examples of remote access integration enhancing customer value and product performance.
- The [Remote Access Redefined Podcast](#) - insights from RealVNC experts and industry leaders on innovation and best practices in remote access integration.

**Contact RealVNC today to discover how to use our solutions to build smarter, more connected products.**