

Ewon Industrial Cloud – Talk2m pro

Talk2m pro

Item number: TM50041 and TM50042

Ewon's Talk2m industrial cloud allows remote machine access and performance monitoring. As your business grows, upgrading to Talk2m pro is recommended. This plan offers a global Service Level Agreement, improved management for users & devices, increased traffic and data, extra concurrent connections, unlimited web portal connections, and the ability to access all sites through a single Talk2m account.

Cloud service for Ewon Cosy & Flexy gateways

Features and benefits

✓ Upgrade your customer service to the next level

Enhance equipment efficiency, prevent issues with proactive support, and boost customer satisfaction through easy remote connectivity management.

✓ Collaborate better with more concurrent connections

The Talk2m pro plan is flexible and grows with your business. In case of higher or simultaneous support requests, the Talk2m pro account administrator can easily adjust the number of concurrent connections.

✓ Group devices to get a clear overview of your equipment

Talk2m pro makes it easier to manage your equipment: simply group your devices & users for easy and secure centralized management, according to your own specific needs (geographic locations, internal organization, customers, types of machines, suppliers, etc.).

✓ Manage teams & permissions effortlessly

Talk2m pro offers advanced firewall rules and user permissions for restricting device, protocol, and service access. It includes robust security features like enhanced password policies and temporary user management, ideal for teams supporting multiple clients. Account activity can be easily monitored through logs, reports, and connection audits.

✓ Guaranteed quality service, adding value for customers

Talk2m pro's Global Service Level Agreement (SLA) insures 99,5% service availability for maximum business continuity. Talk2m infrastructure is constantly optimized to deliver maximum connectivity performance. Thanks to our global and redundant infrastructure, we offer the best connectivity experience to thousands of users around the globe.

✓ Maintain devices up to date with firmware management

Thanks to Talk2m pro, administrators can allow specific users to remotely manage Ewon Cosy+ devices' firmware and keep them up to date. Users see immediately if important updates are available, can consult the release notes and launch firmware upgrades on single or multiple devices remotely.

✓ Visualize historical data to improve decision-making

Talk2m pro includes Talk2m visualization: Bring machine data to life through visualized historical data dashboards paired with notifications and reports. Use data insights to level-up your decision-making processes.

✓ Leverage machine data with powerful APIs

Get the most out of machine data for any industrial application. On top of its own dashboards, Talk2m pro offers extended data packages for more demanding IIoT projects. Application developers can easily retrieve data from multiple devices using Talk2m APIs.

Technical Specifications

Number of gateways	Unlimited
Number of users	Unlimited
Concurrent VPN connection(s)	5
Additional VPN connection	Yes
Included monthly VPN traffic	20 GB
Additional VPN traffic	Yes
Concurrent mobile connections (M2web and Ecatcher Mobile):	Unlimited
Included SMS (Wake-up, alarm)	50 SMS
Included monthly datamailbox upload	10 million datapoints
Additional datamailbox upload	Yes
Talk2m visualization	Yes
Advanced user rights management	Yes (Define user groups & device pools, Create temporary users, Set advanced fire-walling rules, Enforce strong password policies)
Service Level Agreement (SLA)	Yes
Remote firmware management	Yes (Only available with Ewon devices in the "Cosy+" range)

Identification

Product Brand	Ewon
Product classification	License/Service
Item Number	TM50041 (Credit for 1 year of subscription) or TM50042 (Credit for refill)
Product Lifecycle State	Active
Product Country of Origin	Belgium
Product Online Help	https://help.ewon.biz/ecatcher/help/?lang=en
Product Software Link	https://www.hms-networks.com/software-and-tools/talk2m/talk2m-pro

Use Case

