

# SUSIAccess

Enabling Intelligent & Embedded Systems

**System Monitoring** Synchronized HW/SW

**Remote Control** Map-view

**System Security**

**Multiple OS & Platform** Web-based

**Intelligent**

**Remote KVM**

**System Protection**

**Remote On/Off**

**System Recovery**

**Remote Monitoring**



# SUSIAccess 3.0 Pumps Up Intelligent Cloud Management

## Cloud-based Platform Offers Seamless Device Interconnection with Easy-to-use Management Interface

By Alan Kao, Advantech Product Manager

SUSIAccess does continuous research and development to advance its software design technology. Now, under the SUSIAccess 3.0 cloud and web-based framework, administrators and users can use their cell phones, tablets, and PCs to manage devices

remotely. SUSIAccess 3.0 provides real-time synchronized hardware and software monitoring and maintenance for complete protection. SUSIAccess actively sends alerts so administrators can receive real-time notifications of their system status through email or smartphone. Furthermore, SUSIAccess 3.0 supports seamless cross-platform operation on Windows, Linux, iOS and Android systems. Lastly, SUSIAccess offers an easy-to-use management interface with a map-view mode through either Google Maps or Baidu that improves user accessibility and easy detection of device status and location. We have worked with partners to integrate industrial applications, and provide a one-stop software solution.

The development and application of hardware helps drive the evolution of information and communication technology in the rising Internet of Things (IoT), while software has always played key roles in enhancing hardware performance and the application experience. With cloud computing, the IoT, big data, social networking, and other technologies of the IT generation on the rise, Advantech has been actively involved in the development of both hardware and software technology. We are now launching SUSIAccess 3.0, an intelligent systems, cloud management software platform, that accelerates the adoption of intelligent system designs and helps customers seize the great new opportunities of the IoT era. Advantech provides a complete range of software services with all its hardware; this helps customers build one-stop, intelligent systems solutions and offers an all-new intelligent remote management experience with the latest SUSIAccess 3.0. It boasts a cloud-based platform with seamless device interconnection and easy-to-use management interface, which simultaneously saves time and resolves maintenance issues, and most importantly helps customers reduce total cost of ownership. To help resolve the issues of software integration for industrial applications, we have already made plans for SUSIAccess to become Advantech's comprehensive software platform that provides a one-stop solution.

## SUSIAccess 3.0 Revolutionizes Device Management

SUSIAccess 3.0 boasts three innovative characteristics: a cloud-based platform, seamless device interconnection, and easy-to-use management interface—bringing a revolution in device management.

### Console-Server-Agent Cloud-based Platform

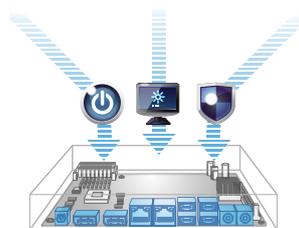
Previous SUSIAccess management structure was based on the Console-Agent model, meaning all device management was carried out on a single console, and there are limitations to this approach. SUSIAccess 3.0 has shifted to a Console-Server-Agent structure for cloud management. Agent here refers to Advantech's devices, and Server refers to the server directly in contact with the Agent. The Server can be a physical entity located in a central control room, or a virtual host set up in a cloud. Console refers to a web-based interface that connects to the Server and communicates with the Agent through the Server. As a result, administrators can perform equipment status checks and maintenance checks through an internet browser with SUSIAccess 3.0 at any time, from anywhere, using any device connected to the Server. Administrators can receive real-time system error notifications, which can make management significantly more immediate and convenient. The Server-Agent connection has been altered to fit the MQTT communication protocol. This improves connection security and stability, and also decreases development time for SUSIAccess integration. The Console-Server-Agent cloud management framework not only lowers the difficulty of setting up SUSIAccess network environments when provisioning, but also provides a distributed connectivity structure which solves the challenges brought on by large-scale or multi-site device management. SUSIAccess has become a real-time management platform that breaks geographical limitations. Administrators can easily manage all of their devices by simply using their PCs, smartphones, and tablets.

### Features of SUSIAccess 3.0



#### Console-Server-Agent Cloud-based Platform

- Distributed Network Structure
- Group Management
- Accessible by PCs/tablets/mobile devices



#### Seamless Device Interconnection

- HW & SW Monitoring
- Active Alerts
- Multiple OS Support (Windows, Linux, iOS, Android)



#### Easy-to-use Management Interface

- Web-based Features
- Map-view mode

## SUSIAccess Console-Agent-Server Infrastructure



### Seamless Device Interconnection for Complete Protection

In order to ensure device stability, SUSIAccess actively monitors device temperatures, fan speeds, voltages, and the states of hard disks and other hardware. Active management can prevent serious damage to devices or other costly maintenance jobs, effectively reducing the cost of system ownership. However, under most conditions, a key indicator of normal device operation lies rather in the applications or programs running on the device. Therefore, in addition to the original hardware monitoring functions, SUSIAccess 3.0 has added a software monitoring function to oversee program status. Active alerts will be sent out if any abnormalities are observed, which will further ensure normal device operation. SUSIAccess' comprehensive, seamless hardware and software monitoring system leaves no stone unturned in observing device operation status. Additionally, Advantech supports Windows, Linux, iOS and Android operating systems. Under the SUSIAccess 3.0 framework, both embedded developers and users are free to create seamlessly within their original operating system environments and programming languages.

### Easy-to-use Management Interface

We have always strived to maintain a simple and easy-to-use interface design for SUSIAccess. In response to web-based features and collaborator feedback, we have streamlined our interface design to offer a smooth, more intuitive experience, making it easier for administrators to get up to speed right away. We also added the Baidu or Google Maps map-view

mode to make device status and location management quicker and more precise, saving time and improving maintenance.

### Integrated Industrial Applications Provide a One-stop Solution

In addition to SUSIAccess 3.0's system monitoring, remote management, and security features, Advantech has also realized the importance of professional application software in response to the wide-range development of embedded applications. In the past, some industrial systems integrators reported difficulty with using SUSIAccess in conjunction with software in certain industries, such as medical, digital signage, or retail. We offer the following integration modes for SUSIAccess 3.0 to remedy this issue: (1) Collaborate with partners to develop a custom-tailored integration of SUSIAccess with professional applications needed by the industry. This is the more functional and applicable integration mode. (2) Integrate existing industry software as external plug-ins for SUSIAccess. This is the more professional and stable approach, boasting full features and high reliability. Through these two integration modes, SUSIAccess continues to evolve as a shared software platform for Advantech and our software and industrial partners.

We hope to offer our customers a one-stop, intelligent systems solution that eliminates concern about software-hardware or software-software integration. SUSIAccess already serves as a platform for a number of various software services, and Advantech plans to continue expanding those services and adding value. With SUSIAccess, customers take their solutions to the next level, and provide better service for their customers.