THERMO SYSTEMS
INDUSTRIAL AUTOMATION & INFORMATION

Company Overview

Automation InView Overview

Empower your operations with secure, on-demand support tailored to your needs, ensuring your system's health is in control. Innovate with confidence, trusting in a solution that prioritizes security and operational efficiency, all backed by Thermo Systems' commitment to customer success and service excellence.

Global Automation Leader:
A full-service control systems integration partner providing world-class automation solutions throughout your project life cycle.

Expertise in Key Industries:
Specializing in turnkey projects and customized solutions for EPC & AE partners and direct-to-owner projects in industries requiring deep domain knowledge.

Investment in Our People:
A committed team with the skill and expertise to tackle industrial automation and information challenges, ensuring the best possible service and technology solutions.

Local Presence, Global Reach:
Offices throughout the U.S. and Europe, staffed with automation experts who excel in our focus industries and embody the Thermo culture of professional growth and exceeding expectations.

Continuous Expansion:
Constant technological and geographical expansion to better serve and support our clients, with a strong presence in North America and international locations.

At the Forefront of Automation Trends:
Providing industry-leading expertise in District Energy, Life Sciences, and Mission Critical markets, ensuring cutting-edge solutions for our clients.
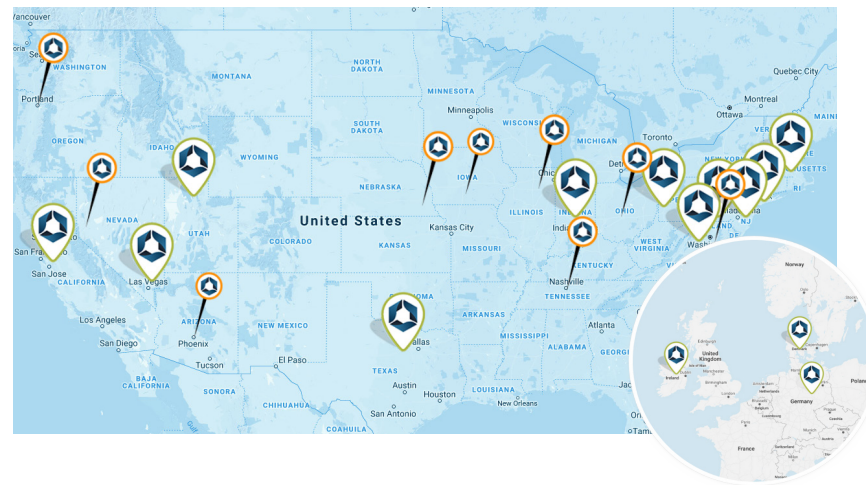
Scan here to learn more about our commitment to excellent service!

What is Automation InView?
Automation InView is a secure, on-demand, remote connection that allows the Thermo Systems support team to securely connect to a client's Industrial Control System (ICS). It is used for remote support, preventative maintenance, emergency response and advanced monitoring.

How Does Automation InView Work?
Zero Trust Authentication: Utilizes on-demand, zero-trust network authentication for a secure connection between Thermo Systems and your facility.

Advanced Security Measures: Incorporates multifactor authentication and Microsoft 365 domain management on Thermo Systems' side, ensuring high security.

Customer Consent Required: Daily customer consent is mandatory, with connections fully authenticated, authorized, and encrypted for added security and peace of mind.

No External Connections Needed: Allows Thermo Systems support team access without additional external connections or integration into the client's IT network.

How Secure is Automation InView?
On-Premise Security Appliance: A Zero Trust Network Access (ZTNA) security appliance is installed on-premise, accepting traffic only from authorized Thermo Systems employees.

Client-Controlled Access: Clients have an exclusive ability to enable or disable the security appliance, controlling Thermo Systems' access and monitoring capabilities.

Secure Domain Management: Thermo Systems employees operate within a secure, managed Microsoft 365 domain, with connections initiated only after client approval.

RA PLATINUM **System Integrator**
A ROCKWELL AUTOMATION PARTNER
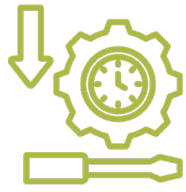
Reduced Downtime:
Minimizes system downtime by providing on-demand, immediate support without the need for travel.

24/7/365 Support:
An enhancement over traditional phone support, offering secure, on-demand access without sacrificing security for response.

Control and Security:
Clients maintain control over the connection, ensuring secure access and operation with consent from the client before any connection.

Proactive Maintenance:
Includes monthly checks of storage, memory, processor, services, and logs, offering a proactive approach to system maintenance.

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Thermo Systems

Authorized Person

Multi-Factor Authentication MS-365

Cisco SEA (Secure Equipment Access)

Cisco IoT

Requires authentication and applies security policies

Customer Site

Remote Workstation

SCADA Server

I/O Network

Cisco Cellular Industrial Router Zero Trust Network Access (ZTNA)

ICS Panel