



Orchestra and PRTG: the entire industry 4.0 value chain at a glance

soffico GmbH

Location: **Augsburg, Deutschland**
Sector: **Software-Developer**
Website: **www.orchestra.soffico.de**

soffico is an international company providing tailored, futureproof software solutions. soffico's core software, Orchestra, enables the connection of internal and external IT systems securely and comprehensively. In addition, Orchestra junio connects decentralized system landscapes easily. We provide a flexible, geographically independent infrastructure plus hybrid cloud services to help integrating traditional, local systems and save resources. Large quantities of data and information can be stored and accessed locally.

Challenges

- Handle increasing levels of cross-company data communication within complex IT architectures
- Recognize and report irregularities or malfunctions immediately so they can be rectified before they cause serious problems
- Provide a quick and easy way of generating custom monitoring dashboards
- Mitigate increasing dependence on IT system availability
- Provide transparent, flexible communication channels as a basis for advanced analyses

Paessler AG

Partner Location: **Nuremberg, Germany**
Sector: **Software-Developer**
Website: **www.paessler.com**

Paessler's PRTG is a powerful, cost-effective and user-friendly solution that provides complete monitoring functionality for recording, saving and evaluating statuses and performance, as well as defining thresholds, sending warnings and publishing data on dashboards and in reports.

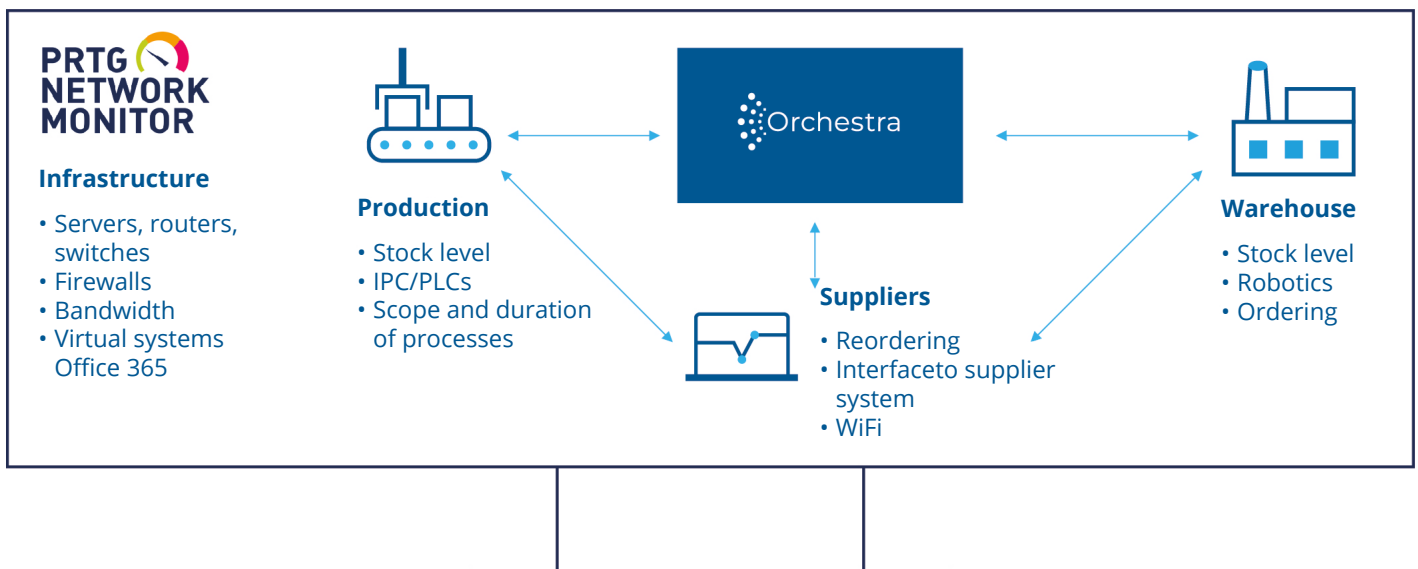
More than 300,000 administrators worldwide use PRTG to monitor their server performance, their virtual environments and their infrastructure.

Solution

- Transparent, secure data exchange outside the company, as well as between all production facilities and IT systems
- Monitoring of all IT components involved in data transport and processing, including edge devices, the network, IT infrastructure and cloud environments
- Visualization of all relevant data and KPIs, clearly presented on interactive dashboards
- Mapping of complex escalation chains, plus targeted notifications and central warnings via various channels such as email, push notifications, SMS and MS Teams
- Transparent monitoring of the data transport between IT and OT within heterogeneous industry environments using flow and packet sniffer sensors

Benefits

- Standardized, trouble-free communication throughout the company and beyond
- Optimization and automation of cross-department processes with maximum transparency
- Reliable communication and process workflows leading to an increase in productivity
- Enhanced technical and specialized monitoring
- Monitoring options for OPC UA, MQTT and Modbus TCP devices
- Comprehensive publication and notification mechanisms as well as extensive mapping of escalation chains
- Creation of custom interactive dashboards in PRTG using a drag-and-drop designer
- High level of flexibility and adaptability



Infrastructure

PRTG monitors the network availability of all components and checks for bottlenecks. It uses common network protocols such as SNMP, NetFlow, WMI and REST.

Production

Orchestra can access production line data and request materials from the warehouse when certain thresholds are reached. In addition, PRTG can use OPC UA and Modbus TCP to query the status of IPC/PLCs and avoid unnecessary downtime.

Suppliers

When warehouse stocks drop below a certain threshold, Orchestra orders appropriate quantities from the supplier. Here too, PRTG allows observing whether, for example, important supplier interfaces are reachable and connected to the internet.

Warehouse

PRTG monitors the entire warehouse infrastructure, including server, database and network infrastructure, as well as higher levels such as applications, services, availability of websites and cloud services.

Your contact to soffico

Rica Holzmann
Partner Management

t: +49 821 455 901 03
m: +49 151 281 164 00
e: rica.holzmann@soffico.de

soffico GmbH

Karl-Drais-Straße 4e
86159 Augsburg, Germany
www.orchestra.soffico.com

Your contact to Paessler

Felix Berndt
Business Development Manager

t: +49 911 93775-535
m: +49 175 8539545
e: felix.berndt@paessler.com

Paessler AG

Thurn-und-Taxis-Str. 14
90411 Nuremberg, Germany
www.paessler.com