

# Domino Cloud

## Technical Leaflet

### What is Domino Cloud?

Domino Cloud is part of the **SafeGuard** service and support package for the **i-Techx** product range and provides comprehensive protection for your printer, helping you in maintaining your printer and avoid or resolve problems using remote diagnostics, event alerts and remote monitoring.

### Features and benefits

- **Remote diagnostics** – Remote insight to printer status allows for fast printer performance analysis and Codemark helpdesk support.
- **Domino Cloud dashboard** – Secure access anywhere to real time information such as Overall Equipment Effectiveness and analysis for lean manufacturing. Event alerts on the dashboard can be sent by email.
- **Remote monitoring** – Pro-active service by the Codemark helpdesk via email alerts and analytics for specific **SafeGuard** contracts.



**DOMINO**  
**Domino Cloud**

### Remote Diagnostics

- 1 Printer is having issues. Information is already in the Cloud.



- 2 Customer can check printer event log via Cloud anytime from almost anywhere.

- 3 Customer can contact the Codemark technicians when assistance is required.

- 5 Resolution of the issue, or dispatch of an engineer with the correct parts and skill sets, increasing FTFR.



End User Customers



Domino Cloud Dashboard



Codemark helpdesk

- 4 The Codemark helpdesk can view the printer info and make a rapid assessment of the customer issue using accurate information.

### Remote Monitoring

- 1 Printer is having issues. Information is already in the Cloud.



- 2 Cloud generates emails to the Codemark helpdesk with selected faults.

- 4 Resolution to issue, or dispatch of engineer with correct parts and skill sets, increasing FTFR.



Codemark helpdesk



Domino Cloud Dashboard



End User Customers

- 3 The Codemark helpdesk contacts customer to advise or propose resolution. This may or may not require an engineers visit.

## Connectivity and network solutions

### Network configurations

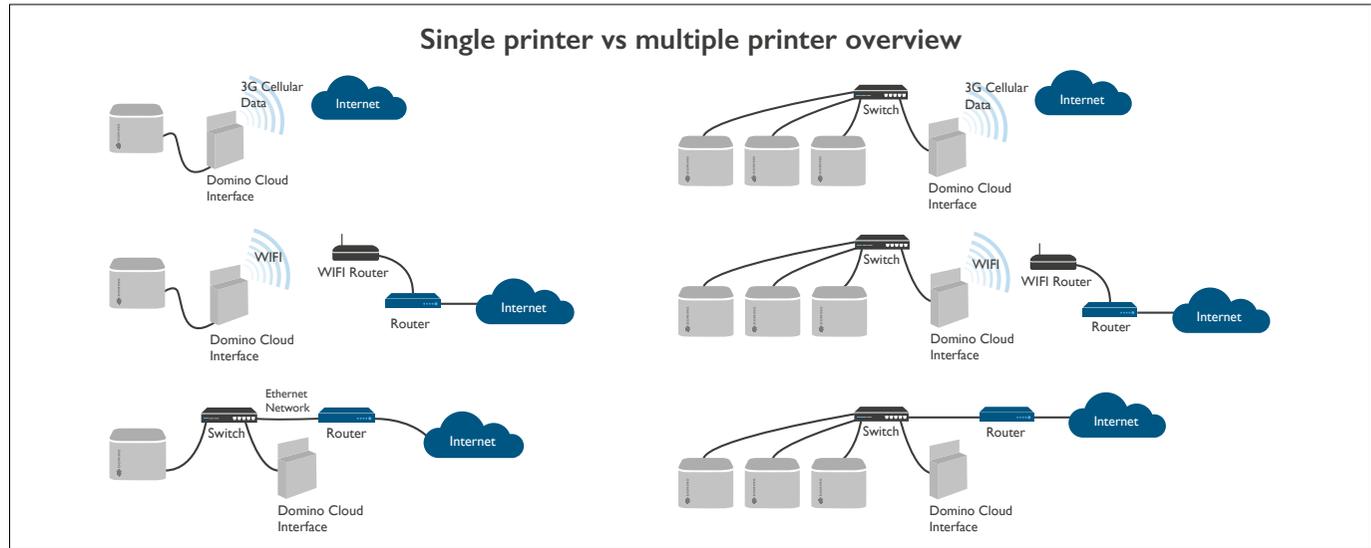
- 3G (standard solution for connectivity)
- Wi-fi or Ethernet (options depending on factory facilities)

### Accessibility and data refresh rate

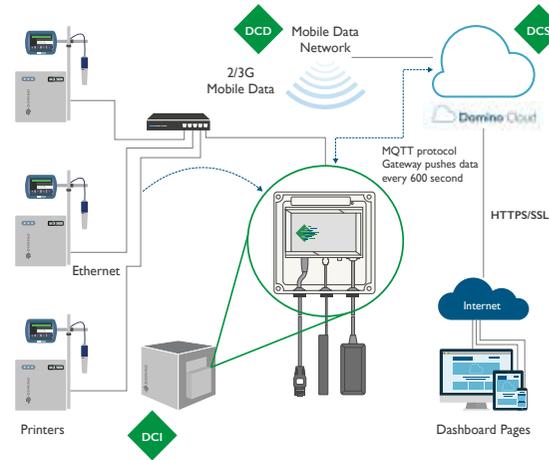
- Mobile, pc, laptop, tablet
- Update period, every 10 minutes. Fault messages transfer immediately

### Hardware requirements

- 1 DCI can serve up to 254 printers on a single network
- Industrial Rating - IP66 Housing & Cables



### What's needed to connect to Domino Cloud



**DCI** – Domino Cloud Interface: takes data from Printers and sends it to the Cloud.

**DCD** – Domino Cloud Data: for 3G connectivity, a SIM card is included to transmit data from the DCI to the Cloud.

**DCS** – Domino Cloud Service: printer data is hosted & stored for a period of 24 months on Amazon AWS servers.

### Network safety and data security

- We have security built-in from the outset; from the secure execution environment in which the software runs to the trusted certificate authentication of the device to our Cloud Service.
- The Domino Cloud remote printer monitoring service has industry best practice 'end-to-end' security between the Domino Cloud Interface (DCI) monitoring the printer(s) and the Domino Cloud dashboard.
- The cellular communication messages between the DCI and Cloud platform are sent over SSL/ TLS encrypted channel.
- The DCI device and Domino Cloud mutually authenticate by trusted X.509 certificate exchange.
- Using the Mobile Data Network, monitored information is transmitted on a secure encrypted communications link to ensure the data is delivered safely without creating security vulnerabilities.
- Only printer machine and sensor parameters are read, no customer specific coding information such as label content is read or stored.
- Access to your customer dashboard account is protected by username and password.

For more information on **Domino Cloud** – Tel: 0800 CODEMARK, Email: [sales@codemark.co.nz](mailto:sales@codemark.co.nz)