

SIMPLIFYING REMOTE ACCESS & SUPPORT FOR MULTI-SYSTEM BEMS

OPEN CONTROL SOLUTIONS

Open Control Solutions has been delivering intelligent building energy management systems (BEMS) since 2004. From hotels and hospitals to schools and commercial buildings, their team engineer and deploy systems that manage heating, cooling, ventilation, and more, all with a focus on energy efficiency and long-term optimisation. Open Control Solutions streamlines deployment and reduces costs with Spitfire's fully managed 4G/5G remote access solution.

Open Control's systems run quietly in the background, but they're critical to keeping modern buildings operating efficiently. And when something does need attention, response times are key. Traditionally, this requires a site investigation to diagnose an issue. Often, it turned out to be a problem outside their remit. But without a secure and consistent method of remote access, there was no way to check beforehand. That model was simply unsustainable.

Reducing engineer workload with ready-to-go connectivity

Previously, remote access setups were handled in-house, requiring significant engineering time and resources.



Jason Stirzaker,
Technical Director,
Open Control
Solutions

Additionally, the team had been relying on a third-party VPN client. This off-the-shelf solution worked initially but became harder to manage as deployments increased. As the number of connected devices grew, so did the costs, with subscription limits nearing.

Open Control needed a more standardised and secure solution that could cut down configuration time, eliminate manual VPN management, and support operational growth.

A one-stop service with managed VPN and lower costs

After meeting Spitfire at an industry event, the team trialled a fully managed remote access solution: Teltonika 4G/5G routers preconfigured with Spitfire SIMs alongside a Spitfire supported FortiClient IPsec VPN client preset for remote access. The devices arrived ready to deploy, with no need for manual configuration or internal setup. It worked immediately. And over the next few months, they rolled out the same approach across multiple systems.

Today, every remote access deployment is handled through Spitfire. Teltonika routers come preloaded with one of three predefined configurations based on the type of system, Trend or Tridium, for example.



Innovative • Flexible • Reliable • Supportive • Cost Effective



All devices are equipped with Spitfire SIMs and fully integrated with Spitfire's supported IPsec VPN.

Spitfire's solution is also designed solely for better and secure remote access. It uses a segmented private network, which prevents external access unless via a VPN tunnel provided by Spitfire.

Jason Stirzaker, Technical Director at Open Control, says ...

"The setup time per device has dropped by nearly 75%. It's simple to deploy, and if we ever need adjustments, Spitfire can step in remotely. That combination has saved us hours on every job."

With a consistent, secure remote access model in place, engineers can now monitor and support BEMS from anywhere, often resolving issues before clients even realise something is wrong. That responsiveness improves service levels while significantly reducing the need for non-essential site visits.

Support, speed, and simplicity at scale

Crucially, the solution doesn't rely on customer networks. By running entirely on Spitfire's private core network, the solution stays fully independent. That means faster setup, reliable remote access, and fewer delays caused by waiting on third-party permissions or configurations.

When help is needed, it's there. The Open Control team has access to a named Spitfire account manager, fast technical support, and a single point of contact for provisioning and queries. Jason adds ...

"It's just simple. We're not managing three different services or chasing down multiple vendors. It's all handled."



A stronger model for operational growth

By simplifying remote access and reducing the time spent on technical setup, Open Control has made its deployment process more efficient.

Engineers can focus on their core responsibilities, response times have improved, and the team no longer needs to dedicate internal resources to managing connectivity or maintaining VPN infrastructure.

"Whenever we need remote access, we go to Spitfire. We don't use anyone else now."



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