

# REMOTE BMS ACCESS MADE SIMPLE FOR EDWARDS MODULAR CONTROLS

## EDWARDS MODULAR CONTROLS

*Edwards Modular Controls (EMC) has been a trusted name in HVAC and building management systems since 1977. From their base in Newhaven, the team delivers full turnkey projects across the South East – designing, manufacturing, installing, commissioning, and maintaining control systems for schools, hospitals, local councils, and public sector sites. EMC delivers faster, more responsive service with Spitfire's IoT Remote Access Solution.*

### A changing landscape for remote access

As EMC's customer portfolio grew, so did the complexity of managing multiple sites, each with its own set of building management controllers and operational needs.

EMC needed a way to access both the Trend IQVISION and Trend SET systems remotely, often across several controllers at each site, all from a central location. Reliable, secure connectivity was essential for effective monitoring, rapid diagnostics, and providing both planned and reactive support.

The way building management systems are monitored has changed dramatically over the years.



"Go back to the nineties and most plant rooms had a phone line - engineers could just dial in and fix things from their desk," Phil Marden, Project Manager, EMC explains.

***"With security issues growing over the years, remote access has become more complicated. These days, access on to a client's networks can prove problematic, so getting visibility can be a real challenge."***

In practice, this meant EMC's engineers were spending too much time travelling to sites just to resolve issues that could have been handled remotely. What EMC needed was a secure, independent connection to a site.

"There are always a handful of sites that are likely to need additional resources, caused by unforeseen issues, especially when fitting new controls to existing plant. Being able to access those remotely, without a long drive or disruption, is a huge benefit."

***Good BMS engineers are few and far between; you therefore want to make the most of their skills, not spending unnecessary time travelling to site."***

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### A more efficient way to remotely manage customer sites

EMC turned to Spitfire for a remote access solution designed around the realities of BMS support. Now, whenever a new site comes online, EMC deploys preconfigured Teltonika routers, each one set up to spec by their engineers, shipped out, and ready to plug in as soon as it arrives on site. Every device connects through a secure, Spitfire-managed VPN, with Spitfire IoT SIMs providing independent and reliable mobile coverage.. This means EMC's team can log in, configure, and monitor Trend IQVISION and Trend SET controllers remotely, whether from the office or on the move. Marden says:

***"The process is straightforward. Whenever we have a new site which requires a connection, we just let Spitfire know what's needed. Their engineers handle the setup, and once the equipment is on site, it's plug and play. We've yet to find a location where we can't get a signal."***

### Immediate results, lasting value

With secure, independent connectivity to a controller, EMC's engineers can react to issues in real-time, often resolving them in minutes, without leaving their desk.

"Sometimes, after a new installation, the customer has concerns if something doesn't seem right. Having remote access means we can quickly pull up the information we need to identify the cause of any issue. It helps us reassure the customer, resolve things promptly, and often saves us sending an engineer to site unnecessarily."

Travel time and site visits are down, and support for EMC's customers is faster and less disruptive. And where the customer wishes to have remote access themselves, for ease of monitoring and adjustments of settings, EMC can now offer secure remote access directly to the end customer, expanding their service offering and providing real-time system insight.



With Spitfire's flexible approach, EMC knows they can rely on the solution, whether they need a router for a one-off rental or a permanent install. "We're not fitting these every day, but it's now a proven system. We know exactly who to call, and we know it will just work."

### Building a better customer experience

With Spitfire's support, EMC has simplified remote BMS access, making it easier to monitor, maintain, and respond across their portfolio of sites.

***"It's been smooth sailing. The flexibility, reliability, and service we've had from Spitfire have all been spot on. For us, it's about being able to react quickly and support our customers with as little disruption as possible."***

**E.M.C.**

**Edwards Modular Controls Ltd.**

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