



The fastest way to **connect, visualize** and **control** OT networks and critical infrastructure.

## Case Study

# SCALING GLOBAL CNC AUTOMATION SUPPORT

How RoboJob supports 2,000+ robots across 30 countries remotely



I'm looking forward to the **ability to push configurations to the gateways** from Tosi Control.

**Ewoud De Moor**  
Teamcoach Technical Support  
Robojob

## THE CHALLENGE: COST-EFFECTIVE GLOBAL SUPPORT WITH NIS2 COMPLIANCE

As a leader in CNC automation, RoboJob delivers user-friendly robots that automate loading rough components into the CNC machine and unloading finished pieces once the batch is done. While the robots are user-friendly and flexible for the users, the underlying systems are quite complex. With a fleet of over 2,000 robots across 30 countries, RoboJob needed a way to support their installations and troubleshoot technical issues without the expense of flying experts to customer sites while complying with NIS2 regulations.

## RAPID EXPANSION

In 2016, RoboJob expanded very rapidly into new geographies and developed more complex systems. They chose Tosi because it was simple to set up and didn't need a big budget to get started. There was no big need for infrastructure, and it was easy to expand. They could just add an extra key for an extra support engineer and a new gateway for a new robotic system.

## REMOTE CAPABILITIES

Today, RoboJob uses Tosi to maintain high uptime for their clients. Their support team can:

- Connect with robot controllers to **see their status**.
- Use VNC to connect to Industrial PCs to **see what's on the screen**.
- **Transfer files** and send **new** software.
- Connect to PLCs to **see their state** and to **change variables**.

## COMPLIANCE WITH NIS2 REGULATIONS

In 2024 RoboJob started using Tosi Hub because they needed to comply with NIS2 regulations. Tosi Hub enables them to centralize audit logs and document exactly who connects to which system and when.

In addition, with Tosi Hub, RoboJob support engineers can connect to multiple clients at once. If one client is downloading files, the support engineer can take the next call to see what's happening with another client.

## KEY BUSINESS BENEFITS

- **Reduced Overhead:** Remote access eliminates the need for costly on-site expert visits.
- **Proven Scalability:** A simple installation process has supported RoboJob's growth to over 180 active gateways.
- **Regulatory Readiness:** Centralized logging ensures security monitoring and NIS2 compliance.
- **Engineer Efficiency:** Multi-client connectivity allows the support team to handle higher call volumes effectively.



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