JBT Marel Software

FAQ: JBT Marel Software digital connectivity security

What are AXIN Machine Solutions?

AXIN Machine Solutions provides access to vital information about machine health and performance in real time. Sensors built into machines automatically measure and transmit data to the secure JBT Marel Digital Portal where it can be monitored and analyzed. AXIN Machine Solutions gives you the ability to make data driven decisions that enable predictive maintenance capabilities and optimize machine performance. This helps to extend uptime and operational excellence for our customers. Just as the abilities of each machine differ, so do the AXIN Machine Solutions, for example monitoring-only versus deeper process integration. Talk to your JBT Marel Software representative for machine specific possibilities.

Is every machine enabled?

Every new JBT Marel machine is road mapped to incorporate AXIN Machine Solutions as standard. The road map direction prioritizes machines that provide our customers with the most value.

How are AXIN Machine Solutions architected and where does data go?

At the heart of our solution is a digital engine embedded in each machine, running on Ubuntu and Azure IoT Edge to manage software on the device — including updates and lifecycle management. Data sent to the Cloud is separated into a discreet customer database. Your data remains within your environment on the server and is not accessible to our service layer without clear separation and your agreement. Data can be used for customer tools such as dashboards, analytics, and advisory reports. And for our service consultancy tools: alerts, proactive algorithms, and expert reports*.

*Service tools vary between machine types

How does JBT Marel Cloud handle redundancy and system failure?

The JBT Marel Cloud platform is built on standard Microsoft Azure technology, using Microsoft security mechanisms that ensure protection, individualized, and controlled access to collected data, operations, and processes. AXIN Machine Solutions are built on a layered redundancy model, combining Microsoft Azure's standard infrastructure with our own resilient application architecture. This means that at every level of the stack, we've engineered against single points of failure to keep your service running.

Is JBT Marel Cloud compliant?

JBT Marel Cloud services are certified to ISO/IEC 27001:2022, within the defined scope*. This certification demonstrates that our cloud-based systems meet rigorous security requirements and are continuously improved to stay ahead of evolving threats.

*The scope definition: Delivery of the JBT Marel AXIN Cloud infrastructure and the applications hosted therein as part of the JBT Marel offering to support the AXIN-Cloud-enabled equipment, as defined by management and in accordance with the Statement of Applicability version 29-01-2024.

JBT Marel acknowledges, takes action, and has a clear, strong focus on security and compliance related regulations. Directives including the NIS2 directive and Cyber Resilience Act (CRA) are high priorities for JBT Marel. Building on a strong foundation, we are taking a priority-based approach, implementing the most NIS2 and CRA requirements first. You can discover more about how we support our customers on their NIS2 journey and the CRA scope by reaching out to your JBT Marel representative and reading our customer flyer on the NIS2 strategy of JBT Marel.

AXIN Machine Solutions

AXIN Machine Solutions marks a revolutionary breakthrough in connectivity that supports operations on processing floors.

AXIN Machine Solutions aligns both legacy OmniBlu and legacy SmartBase under the unified JBT Marel Software brand. For now, the change is in name only, with each legacy product continuing to operate as usual, providing machine insights, service offerings, and production insights for our customers.

Data Ownership

Where is customer data stored?

Data collected in AXIN Machine Solutions is transported to the Cloud and stored securely: for legacy SmartBase in the Microsoft Azure West Europe region, regardless of customer location. For legacy OmniBlu data is stored in the US.

What data is collected and stored in the cloud?

Collected and stored data relates to machines, processes, and production. It is referenced and accessible only by customers until permission is given to JBT Marel Service teams. No personally sensitive information, including but not limited to personally identifiable information, financial or recipes, collected, stored, or accessible on the JBT Marel Cloud.

Telemetry-capable equipment and sensors digitally link machine health and performance data to the secure JBT Marel Cloud to support service consultancy tools: alerts, proactive algorithms, and advisory reports.

How is the data from each customer kept separate?

Data is isolated to customer specific data stores. Data stores ensure your data is secure and safely separated from other customers.

Is customer data backed up?

Yes, a backup and recovery policy is in place.

Who owns and controls the data?

Each customer owns and controls all identifiable information generated from their JBT Marel machines and software.

As part of a product and service delivery, customers can permit JBT Marel service teams' temporary access to specific customer information to enable off-site support for service-related issues, proactive monitoring service products, etc. (a full list of service offerings is available on request).

Only legacy SmartBase psuedo- anonymized and anonymized data is used to improve JBT Marel solutions, services, and overall experience.

How do customers access data?

When activating AXIN Machine Solutions, users are provided with a secure login to the JBT Marel Digital Portal. Using your own login means you can access the web portal and view data on any device with internet access. JBT Marel uses federative logging with multiple identity providers (IdPs). Resulting in better security, smoother user experience, and greater IT control.

Software updates, upgrades and patches

Updates, upgrades and patches are performed to digital engines connected to the JBT Marel Cloud as they become available as part of the standard rollout plan. No action is required from customers who have whitelisted ports in their firewall to accept updates from JBT Marel. If a customer has chosen to operate offline, with no Cloud connection, updates must be done locally at machine.

Practical network requirements

What are the required network configurations for AXIN Machine Solution connectivity?

Customers choose how they segment their networks in relation to the AXIN Machine digital engine. This flexibility means customer networking teams can indicate the digital engine's place within configured networks. For example, utilize existing drops or run a dedicated drop and segment to a separate network that cannot access other parts of IT infrastructure.

How are DE port 1 and port 2 increasing security?

The digital engine operates across two separate subnetworks (port 1 and port 2), an internal network connecting to the machine controller, and an external network facing the cloud. These are deliberately kept separate with no direct bridge between them.

On the external subnetwork, the digital engine only allows outbound traffic that it has initiated. This means unsolicited inbound connections from the internet are blocked by design. The internal subnetwork communication is restricted to the machine and digital engine only.

The digital engine mediates between the two ports but does not bridge them. This architecture means there is no viable path for a malicious actor to traverse from the external network through to the machine controller. Significantly reducing the attack surface and preventing unsolicited remote access to your systems.

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The JBT Marel Software team is ready to dive deeper and answer any other questions you may have about keeping your data secure.
Reach out today.