

For IT

Its own 4G, so it stays off your network.

How the Augos Operator Terminal connects, what your firewall needs if you use your own network, and how your data is held.

4G built in

with a data SIM from Augos at no cost

No PLC link

nothing wired into your PLC, SCADA or MES

5 years

readings are kept for at least five years

Network options

4G, the default	Every terminal has 4G built in, with two external aerials. Augos supplies the SIM, so nothing touches the plant network.
Your network	With your IT team's sign-off: Gigabit Ethernet, a second 10/100 port, or dual-band Wi-Fi (2.4 and 5 GHz). Cat 5 to your access point, DHCP by default or a fixed IP.

Firewall, own network only

Platform	Platform hostnames on ports 80 and 443
Time server	NTP on port 123
Hostnames	<i>Supplied with your kit</i>

Control systems

The terminal reads a sealed pulse sensor. Nothing is wired into your PLC, SCADA, MES or CMMS. Planned jobs from your ERP can come in through the Augos API, if you want them.

When the link drops

Every pulse and entry is stored on the terminal first. It syncs roughly every ten minutes, and uploads any backlog in order when the link returns. Settings and software update over the air.

Your data

Ownership	You own your data and can export it at any time.
Hosting	A Tier III or higher data centre, on Microsoft SQL Server behind a containerised application layer. For South African customers, processed within South Africa.
Backups	RAID 10 storage, backed up on site and off site. Backups are stored in South Africa.
Security	HTTPS (SSL/TLS) in transit. Access controls and network defences at rest. Staff access is need-to-know and logged. Audits twice a year.
Retention	At least five years. After a contract ends, data is kept at least five years, then deleted.
POPIA	Operator data is personal information under POPIA, with access by role.

Access by role

- ✓ Access is granted per line (measurement point), so a supervisor sees only the lines granted
- ✓ An access level sets what a person can do: view only, or also classify stops and change settings
- ✓ No limit on users and no per-user charge
- ✓ Exports, payloads and API calls return only the lines that person is cleared for

Exports and API

Every report exports to CSV, Excel and a signed AI Bridge payload. API access, by Bearer token per measurement point, is included in the standard fee.

IT questions

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