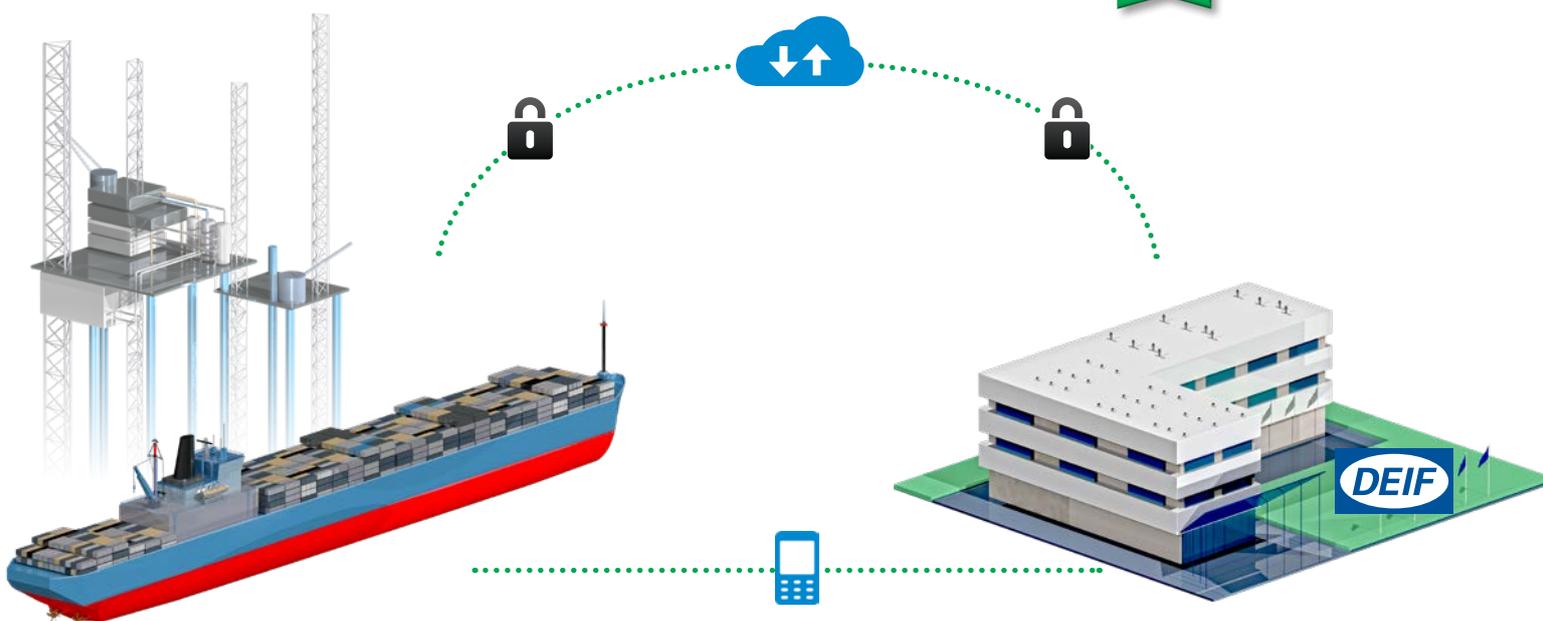


Remote Access Support

DEIF can help you - even from the distance

NEW



Remote Access Support – RAS – is a new service provided by DEIF, which enables certified DEIF Remote Engineers to engage with your power management system from the distance. With a RAS box installed, DEIF Remote Engineers will be able to reach your PMS as if they physically connected with their own laptop directly.

This service provides you with a 24/7/365 separate phone line with Remote Engineers responding straightaway to RAS customers only. Likewise, it also guarantees to have an established connection within 3 hours of the first initiated phone call. There is no other service from DEIF, which grants you this level of operational security.

RAS customers will always have to initiate the remote session by contacting DEIF and clarify the present issue by phone. Once ready, operating personnel will then physically turn a switch “ON” to allow and initiate a secure connection with DEIF.

DEIF Remote Engineers will always try to rectify the issue currently presented to the operator, but in unfortunate cases where issues are not able to be resolved remotely - the possibility of dispatching a prioritised DEIF Service Engineer is always an option.

Remote Access Support

- ▶ Operating personnel will have a 24/7/365 prioritised RAS phone line to use
- ▶ Remote Access Support connection established within 3 hours of initial phone notice
- ▶ If the issue isn't solvable remotely, an early dispatch of a prioritised DEIF Service Engineer is an option
- ▶ DEIF Service Engineers will be much better prepared with correct pre-gathered information from remote sessions.



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