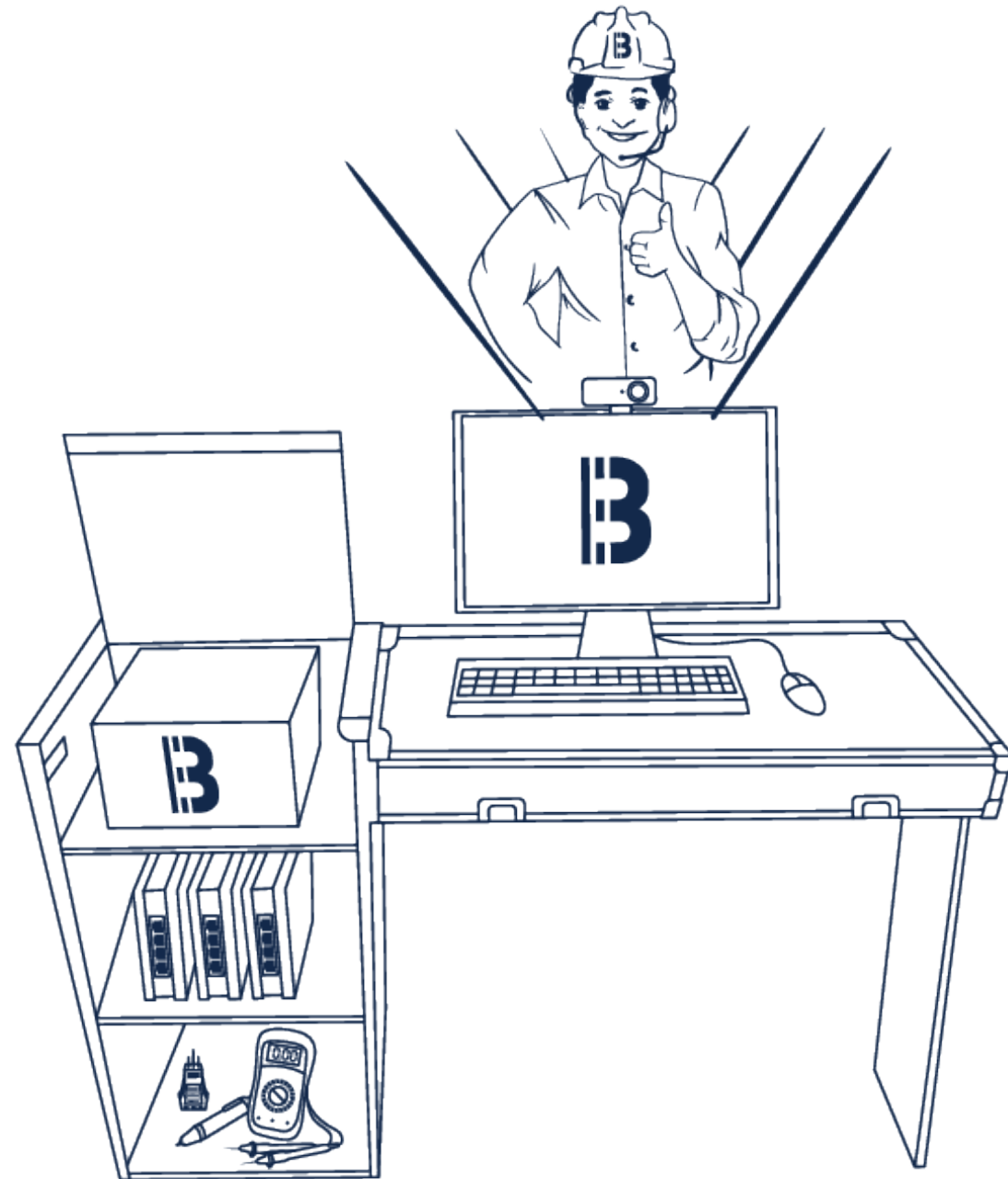


Service Box

Your **virtual engineer** in the power plant



Ultra secure connection –
No Downtime

Support & Unplanned Maintenance
with record response times

The Service Box is a bundle of modern equipment **created for the power industry** that includes service time with a skilled engineer. This is the ideal solution to support:

- **Corrective Maintenance:** It enables secure remote access to a computer in a different location, creating a virtual presence of a specialised expert in the power plant
- **Disaster Recovery Plan:** acts as a server that backups the information in the system

- ✓ **Direct and instant communication with a specialised engineer**
- ✓ Ability to be serviced on **very short notice** and with the **flexibility** to select how soon the computer will be serviced
- ✓ **Security** - does not connect to the power plant control system
- ✓ Modern backup server - **pain free backup to USB hard drive.**

- Troubleshoot any hardware related to the DCS equipment
- Checking the diagnostic blocks and history buffer
- Evaluation of automation processor resources and software cleaning
- Detailed report submission at the end of the assignment with system status report and recommendations
- Backup of selected components via improved backup methods with high quality procedures

- **Response time to analyse the fault in less than 7 hours**
- **Fault Rectification time within 24 hours**
- Support available 24/7
- TXP system administration:
 - Analysing servers' logs and system logs
 - Functional evaluation of OM650 components
 - Identifying potential issues with systems and clearing errors
- Checking the system redundancy and system load
- Efficient way to log a ticket and keeping all of the stakeholders informed via WhatsApp
- **Never waiting for your call to be transferred or downloading any software**

Flexible solution that includes:

- **60 hours of remote service**
- **KVM over IP** (keyboard, video and mouse)
- **Device** that enables **remote communication via mobile or customer network**
- Industrial grade **Monitor**
- **Telegram** messaging centre **installed**
- **Box** that opens up to provide a **working bench**
- **Convenient size** – same as a checked suitcase
- **Portable** – light weight & with wheels