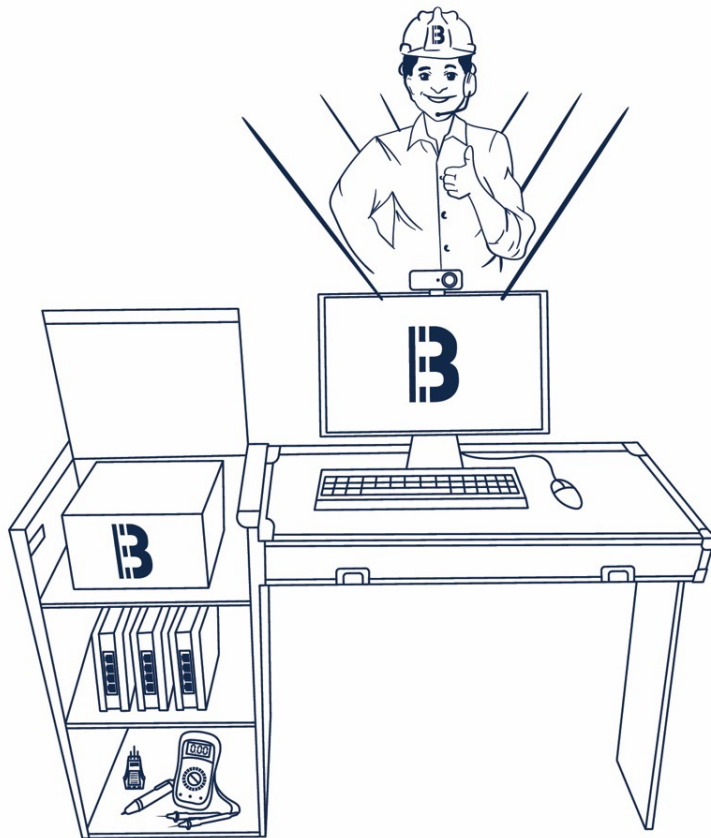


Service Box

Your **virtual engineer** in the power plant



Ultra secure connection – **No Downtime**

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, as 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
- OMLEX, commissioning of Life Extension Projects 4.
- Virtual FAT (vFAT)
- Penetration Test (PenTest)
- Configuration of specialised devices

✓ **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

Support & Unplanned Maintenance with record response times

- **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:

- **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