

With increasingly complex systems being deployed in the field, with equipment often being difficult to physically access, and with expertise being in short supply, how do you bring the best expertise to bear when you have a problem to solve?



Key Features:

- Functionality available to your engineers, and/or Converteam experts
- 24/7 remote access to the plant via internet or direct dial links
- High security for the plant system – with optional extra security for highly sensitive operations
- Ability to cope with sites where internet connections are less robust or low bandwidth (for example vessels at sea)

Converteam brings you the answer with ViSoR – the Virtual Support Room – letting experts located anywhere in the world ‘look over the shoulder’ of the person physically at the equipment.

Security

With integrity of the plant and its data of vital importance, our customers want to control access to the plant equipment to ensure that those charged with the operation of the plant have total control over any changes that are made.

We offer various security control mechanisms:

- Remote access prohibited by the plant personnel
- Access by authorised people only, via standard or dynamic passwords
- Control network Firewall protection
- Restriction of remote changes to the system
- SSL encryption
- Auditing of access history

Connectivity

When you need experts, they may be located anywhere in the world. The ViSoR concept allows them access via standard internet explorer interface over the internet or via a direct modem link.

Data Historian

Data Historian is the Converteam data logger. It can extract and store data at high volumes or frequency from the control system, regardless of whether or not it was provided by Converteam. ViSoR provides remote access to the Data Historian functionality.

Costs

Most customers demand a customised support arrangement that reflects their business needs.

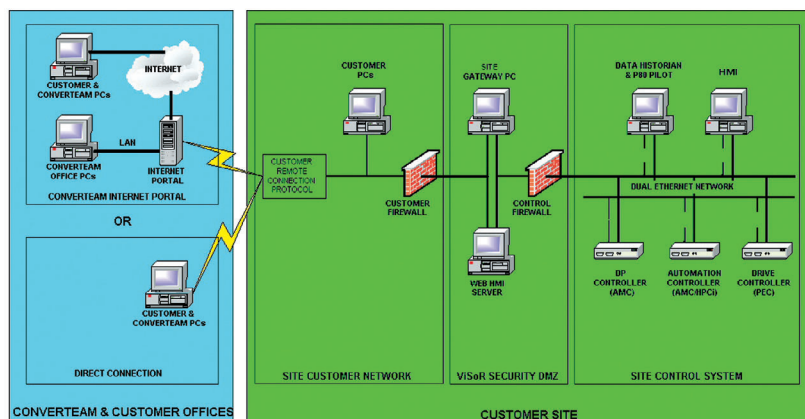
ViSoR pricing is based upon:

- A fee for design and installation on the plant or vessel
- Call charges depending on connection type

In addition, Converteam remote expert support can be provided via a customised service contract.

Benefits for you

- Shorter downtime thanks to remote plant diagnosis and preventative maintenance
- World-wide availability
- Service support around the clock
- Improved first diagnosis
- Reduced travel costs



ViSoR Topology

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