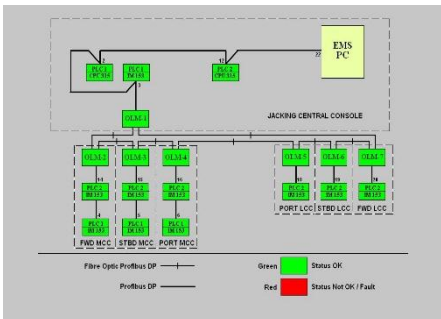
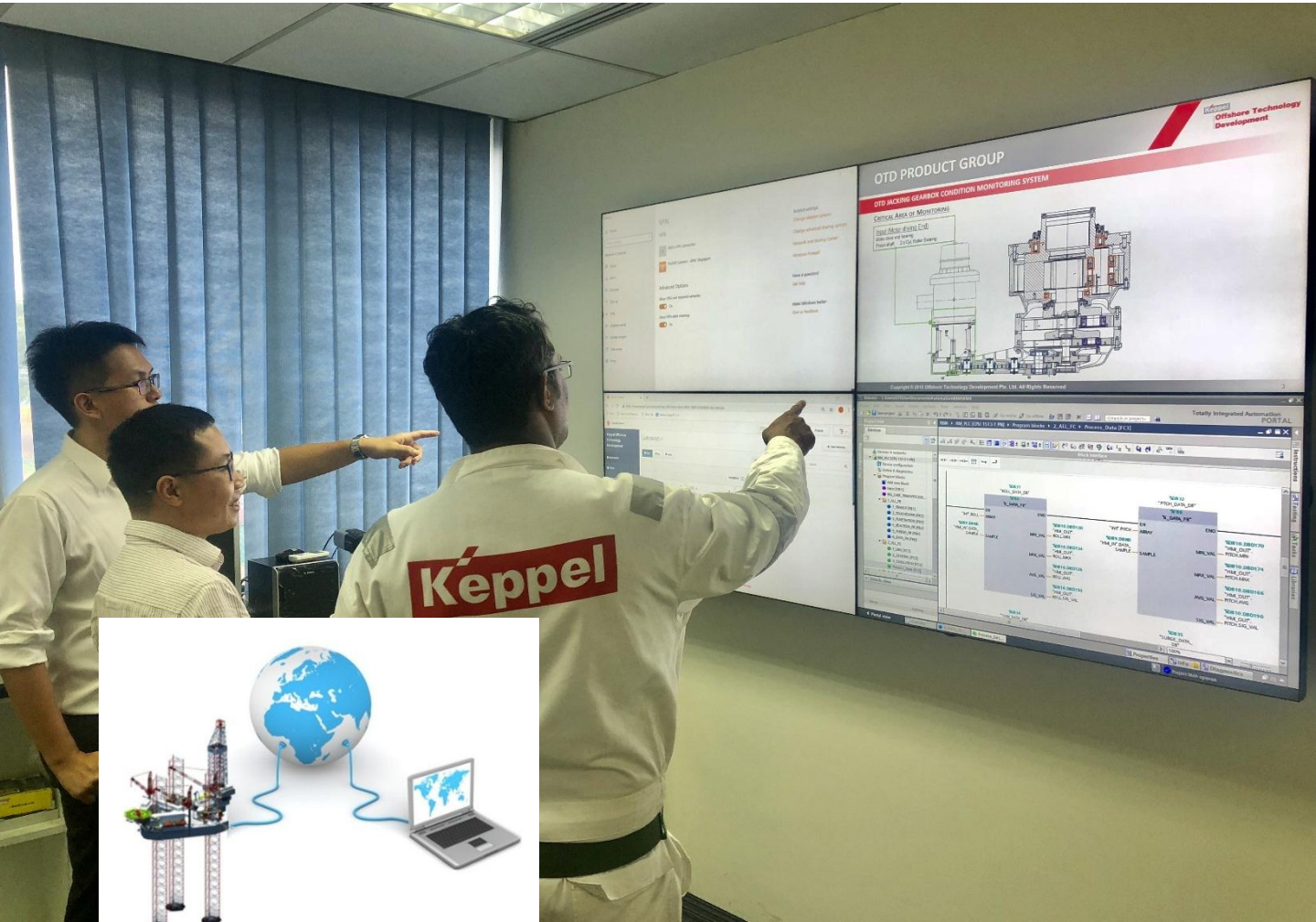


REMOTE ASSIST

SUPPORT & SERVICES



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With the industry moving towards digitalisation, OTD has enhanced its suite of products with remote system support features so that we are able to assist our clients during critical operations such as system troubleshooting, rig move support, system calibration, etc.

The remote system support features enable OTD support team to access the OTD system securely via internet so that support can be rendered during system troubleshooting, remote stand-by assistance, system calibration, or system monitoring during the vessel rig move operation.

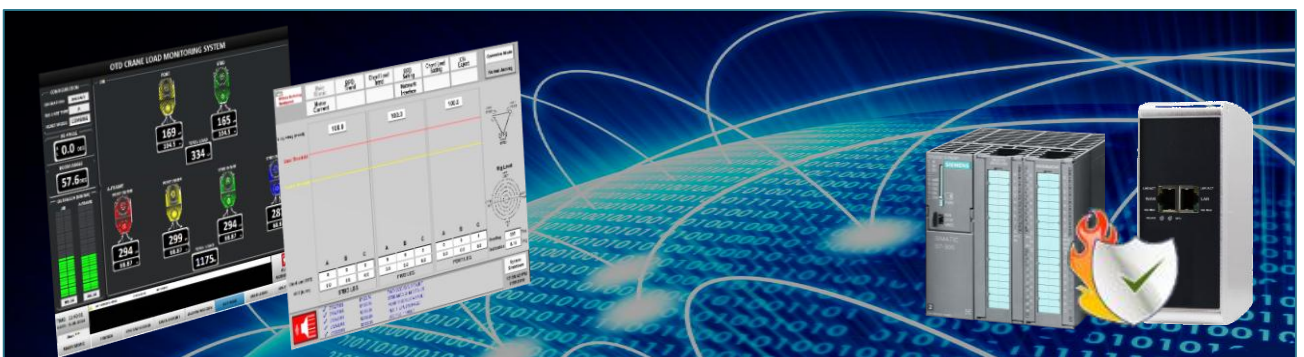
In the event of support is required, the OTD support team is able to view the same system as the operating crew on board via HMI screen, along with online monitoring of PLC data. This allows the OTD support team to diagnose the possible root cause and advise the operating crew on the next steps to take, thereby eliminating the need for costly field service deployment and achieving time and cost saving for clients.

SYSTEM PREREQUISITES

OTD remote support is easily enabled with a simple installation of the following components:

- Remote access module
- Network switch
- Replacement of controller CPU modules

The remote access module uses on-board vessel internet connection to provide access to OTD support team. The remote connection utilises VPN tunnelling with IPsec encryption and firewall and complies to IEC-62443 to ensure secure, reliable connection, and prevention against possible security vulnerabilities.



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