KONGSBERG REMOTE SERVICES

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Kongsberg Remote Services is a tool for Kongsberg certified engineers worldwide to connect to an installation upon customer request and provide remote support.
Kongsberg Remote Services is built on a common technology platform for Kongsberg products.
The system is designed to address the challenges of establishing a secure and reliable remote session to the vessel control system via satellite communications.

Kongsberg global secure network is developed by Kongsberg and all communications are authenticated and encrypted by a Kongsberg Maritime controlled PKI (Public Key Infrastructure) regime.

BENEFITS

- Minimize the number of service trips thus reducing the operation cost.
- Reduce the time for onboard Kongsberg personnel by specialist support remotely.
- Reduce downtime for remote locations where access for service engineers is difficult.
- Operational support and guidance.
- Periodic inspection for preventive maintenance.
- Protect the installation from malware thus reducing downtime.

FEATURES

- Efficient data routing through Kongsberg network nodes around the world.
- Diagnostic and configuration possibilities from Kongsberg offices within the Kongsberg Global Secure Network.
- All sessions must be initiated and confirmed by personnel on board. Only certified Kongsberg engineers can access remote operation rooms located on Kongsberg sites.
- 24/7 live monitoring of network link.
- Remote support does not require public and/or static IP addresses.
- Uses existing internet connection on the vessel.
- Manual introduction of malware to operator stations is restricted as all USB sticks have to be scanned for malware prior to connecting to an operator station.
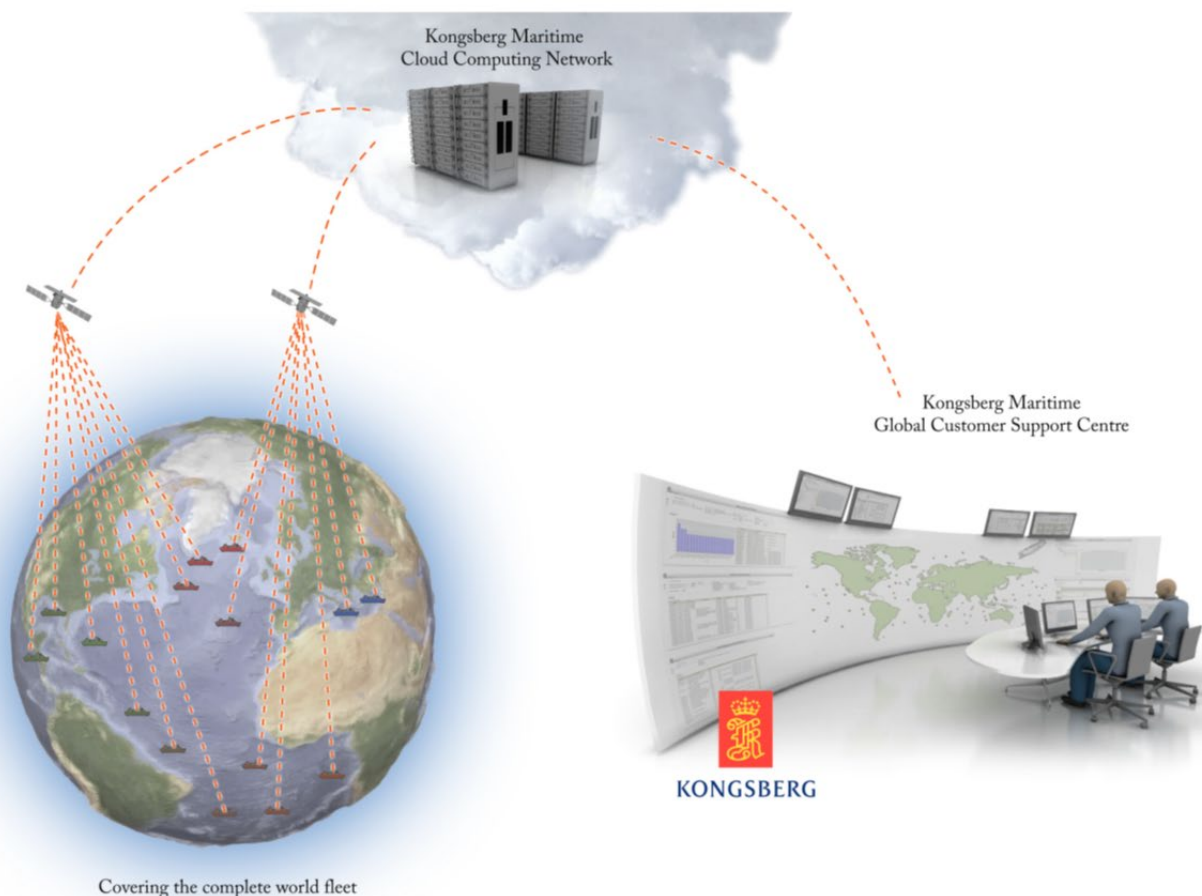- Works on low bandwidth / high latency links.

APPLICATIONS

Operational guidance: Onboard personnel initiates a remote session. A certified Kongsberg engineer connects and observes the operation live while giving operational advice through the built-in chat function.

Configuration: A configurational task has been identified. Risk assessment has been done and remote safe job analysis has been completed by customer and Kongsberg in cooperation. Remote configuration is done by a certified Kongsberg engineer once onboard personnel has initiated and approved the session.

Diagnosis: Onboard personnel initiates a remote session. A certified Kongsberg engineer connects and checks live parameters to help and identify the problem.

Malware protection: USB access to operator stations is restricted until USB sticks are scanned for malware. This prevents manual and/or accidental introduction of malware onto the stations.

Kongsberg Maritime
Cloud Computing Network

Kongsberg Maritime
Global Customer Support Centre

KONGSBERG

Covering the complete world fleet

HARDWARE

Kongsberg Remote Service kit contains a pre-programmed router, malware protection computer and software for the operator stations.

The kit can be installed on a variety of hardware platforms.

Specifications subject to change without any further notice.