

BRAND NEW – Our Remote Support Solutions

Why remote support?

Due to the Covid-19 pandemic, remote support is now of particular importance, since almost all travel activities have been discontinued and essential services to maintain ship operations have become almost impossible.

Moreover advantages, such as short-notice availability, enormous cost savings by eliminating journeys and travel expenses, as well as a lower carbon footprint can no longer be ignored.

Which solution do we offer?

We offer a quick, uncomplicated and immediate solution, with which a technically experienced crew member become an extended arm of the shore-based remote expert via a video call in real-time using hands-free augmented reality glasses or a mobile device.

What are the requirements?

For our remote support solution, you need a stable data connection from ship-to-shore, a mobile device to communicate with the shore-based expert and software which allows real-time guidance.

What are the savings & benefits?

- ▶ Enormous cost saving by eliminating journeys and travel expenses
- ▶ Less travel means a lower carbon footprint
- ▶ Immediate help without long waiting times
- ▶ Less downtime through remote troubleshooting
- ▶ Global availability

Augmented Reality Starter Kit

The augmented reality starter kit is preconfigured and tested at the workshop and is therefore ready for use on board in just a few minutes. **It consists of:**

- ▶ **Head Mounted Tablet RealWear® HMT-1**
 - Voice commands, hands-free, compatible with safety equipment, IP66 protection level, battery life up to 8 hours, noise cancellation, outdoor display, ATEX explosion-proof version available
- ▶ **4G/LTE-A Mobile Broadband System**
 - Up to 32 nautical miles worldwide, data rates up to 300 Mbit/s, embedded eSIM, wireless access points, configurable remotely
- ▶ **Hand-held carrying Case**
- ▶ **Add-Ons:**
 - Video assistance application (app)
 - Roaming or flexible prepaid packages



Support Packages

Maresystems also offers shipping companies various support packages, which include providing a **free of charge** central point of contact (the so-called "Service Desk") for all malfunctions reports covering our own products as well as an optional service for third-party systems. **Our support options in detail:**

- ▶ **1st Level Support (Service Desk)**
 - Phone and ticket support, recording and classification of all incoming enquiries, help the customer to find a solution for their issue by using FAQ or Wiki, escalation to chargeable level 2 or 3
 - **Pricing:** free of charge
- ▶ **2nd Level Support (Remote Service)**
 - Team of technical experts
 - Escalation from level 1, advanced troubleshooting, simulation in factory, remote guidance using Augmented Reality
 - **Pricing** (pay-per-use): 120€/hr (1-hour Minimum), 15-minute increments (rounded up) after the first hour
- ▶ **3rd Level Support (On-Site Service)**
 - On-site field service engineers
 - Escalation from level 2 or on request such as upgrade, retrofitting, commissioning, excl. travel expenses
 - **Pricing:** hourly rate basis, 3 hour minimum

How can you get in touch with us?

maresystems GmbH

Mr. Rasmus Kyburg (Sales Manager)

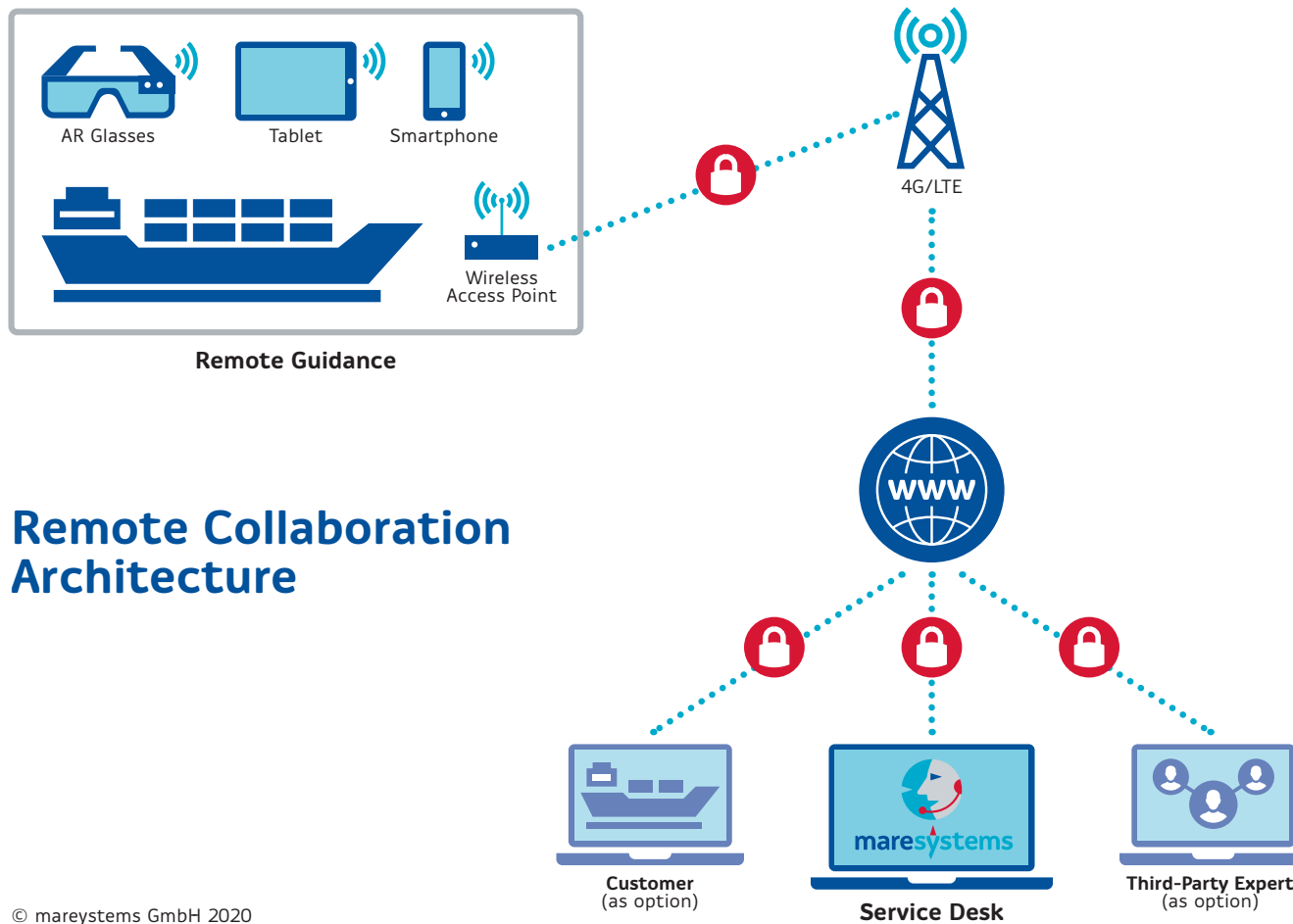
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Collaboration Architecture



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