

Remote Marine Services – Any Ship, Any Where, Any Time



Remote service



Onboard service

Fix faults and breakdowns faster, increasing vessel uptime and safety, through remote diagnostics, troubleshooting and visual communication tools.

- Reduce time spent on identifying problems and initiating corrective actions
- Complete maintenance and servicing tasks faster
- Faster and easier access to marine experts to troubleshoot issues
- Increase vessel uptime, operational performance, safety and profitability
- Reduce service engineer travel time and maintenance costs

Challenge – reduce maintenance costs and time to fix issues

Profitability of vessels relies on maximizing their availability. It is therefore essential to resolve onboard equipment problems and failures as quickly as possible to optimize vessel uptime, efficiency and safety. In addition, with new IMO regulatory for reporting, it is essential for equipment to operate reliably to provide accurate data. However, effectively diagnosing, troubleshooting and fixing issues has become more challenging due to pandemic restrictions, greater deployment of advanced instrumentation and sophisticated automation systems, together with less specialized crew.

Traditionally, automation technology providers have assisted ship operators via telephone, or if necessary sent service engineers onto vessels. However, investigating issues and performing repairs can involve multiple trips, which are not only time-consuming and costly, but may also cause ships to spend more time in port, thereby affecting profitability.

Solution – Remote Marine Services Easily Accessible 24/7

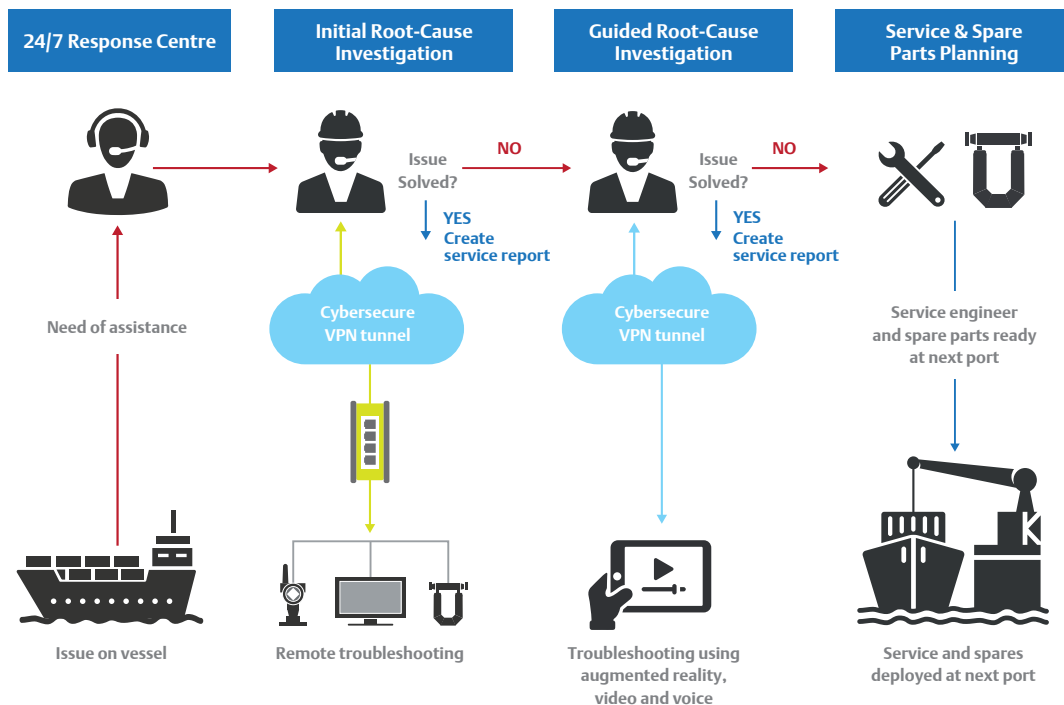
Emerson's Marine Solutions group provides a remote service solution to vessels anywhere in the world from local language certified engineers. Emerson's Marine Remote Services is designed to securely connect to a ship's integrated control and monitoring system from shore via satellite or near shore communications in compliance with International Maritime Organization cybersecurity regulations. Remote connectivity provides Emerson marine specialists with a detailed view of logs and status reports, enabling them to provide rapid support and perform diagnostics and troubleshooting before the ship reaches its next port. Better diagnostics before on-ship service and dry-dock, by having specialist review system status and logs, allowing technician to bring the right spare parts and thus save dry-dock and maintenance time.

Additional advanced visual communication tools, including augmented reality, can be used to guide on-board technicians through commissioning, diagnosis, troubleshooting, adjustments, maintenance and repairs.

Emerson's remote services initiative is part of our marine digital strategy.

Remote Marine Services Includes:

- Rapid 24/7 remote support from Emerson marine technical service specialists
- Root cause investigations by remotely connecting to automation system and guidance of on-board technicians
- Optimized service and spare parts planning
- Service agreements to support preventive maintenance strategies
- Remote service reviews to optimize service visits
- Secure remote connectivity with state-of-art cybersecurity according to IEC 61443-3
- Connectivity to cloud based optimized tools supporting troubleshooting



For more information, visit [Emerson.com/Marine](https://www.emerson.com/Marine)

