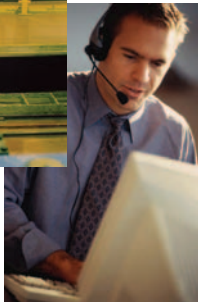


e i 3

# REMOTE SERVICE PLATFORM

THE RIGHT PERSON  
IN THE RIGHT PLACE  
AT THE RIGHT TIME

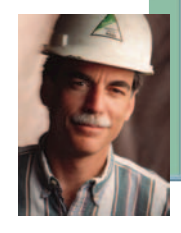


Equipment owners and service providers work in an environment of trust maintained by ei<sup>3</sup>.

**KEY MANAGEMENT CONSOLE:** The User Administrator uses this console to manage equipment access by creating or revoking access keys, to define the duration of those keys, and to run reports on key usage.

**SERVICE NAVIGATION CONSOLE:** The Service Provider uses this console to view critical equipment details, including drawings, program files, device addresses, and other helpful information.

**USER ADMINISTRATOR**



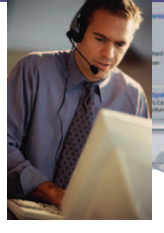
The User Administrator owns or manages the equipment and decides when access is needed.

**CREDENTIALS**



A virtual key is created for remote access and given to the service provider.

**SERVICE PROVIDER**



With the key, the service provider can access and support the remote equipment.



ei<sup>3</sup>'s **STRENGTH** is connecting *People & Systems* to *Machines & Devices*, enabling remote service and real-time information. While ei<sup>3</sup>'s remote service platform architecture takes advantage of next generation technologies and advanced security techniques, our interface is designed for maximum user-friendliness and effectiveness.

**DIRECT SAVINGS.** Instantaneous remote service gets your equipment up and running faster. This improves equipment uptime and efficiency, and leads to increased profitability. Remote service also enables the proper experts to be more readily available, which shortens equipment startup and makes machines profitable faster.

**A NEW WAY OF SERVICE**

**INCREASED VALUE FOR YOUR EQUIPMENT**

**EQUIPMENT**



ei<sup>3</sup> facilitates immediate access and a safe working environment for equipment owners and service providers.

**SECURITY**



A virtual door guards each piece of equipment, requiring the necessary key credentials to be opened.

**ACCESS PATH**



Secure tunnels are created between the service provider and the equipment, via the Internet.

**AVOIDED COSTS.** ei<sup>3</sup>'s remote service platform helps to reduce your technical personnel costs, since specialists spend more time resolving issues and less time traveling (drastically reducing costs). And, by using remote access to more accurately diagnose problems, proper replacement parts are readily identified and dispatched.

**MAXIMIZING CAPITAL.** ei<sup>3</sup> has accumulated proprietary knowledge in industrial networking and has made substantial investments in infrastructure to develop our remote service platform. Users benefit by retaining their own capital and focusing on their core businesses.

ei<sup>3</sup>'s remote service platform enables troubleshooting experts to access machines or devices remotely, so valuable equipment can resume production as soon as possible.

**ei<sup>3</sup> DELIVERS A VARIETY OF SERVICES AND PRODUCTS FOR OEMS AND THEIR CUSTOMERS, INCLUDING:**

<p><b>Remote Service Platform</b></p>	<p>Troubleshooting experts access and monitor machines from anywhere in the world. Advanced security techniques create a safe working environment for service technicians and machine users.</p>
<p><b>24/7 Call Handling</b></p>	<p>ei<sup>3</sup>'s support center provides engineering specialists trained in OEM partner machinery for basic support and call escalation.</p>
<p><b>System Files and Documentation Storage</b></p>	<p>Authorized personnel have convenient access to current and archived control programs and important documents in our secure data warehouse.</p>
<p><b>Productivity Tools</b></p>	<p>ei<sup>3</sup>'s productivity tools empower manufacturers with fast, accurate data:</p> <ul style="list-style-type: none"> <li>&gt; Alarming</li> <li>&gt; Downtime Tracking</li> <li>&gt; Production Reporting</li> <li>&gt; Recipe Management</li> <li>&gt; Remote Monitoring</li> </ul>
<p><b>Trouble Ticketing</b></p>	<p>Database software tracks steps toward resolution for all machine issues. It globally coordinates the efforts of all support personnel and provides a historical record of all actions.</p>
<p><b>OEM Branding</b></p>	<p>An OEM can brand all ei3 services with its own identity. Further, ei3's call center receives calls from the OEM's hotline and answers with the name and welcome phrase of the OEM</p>

