



Secure, web-based remote support at your finger tips.

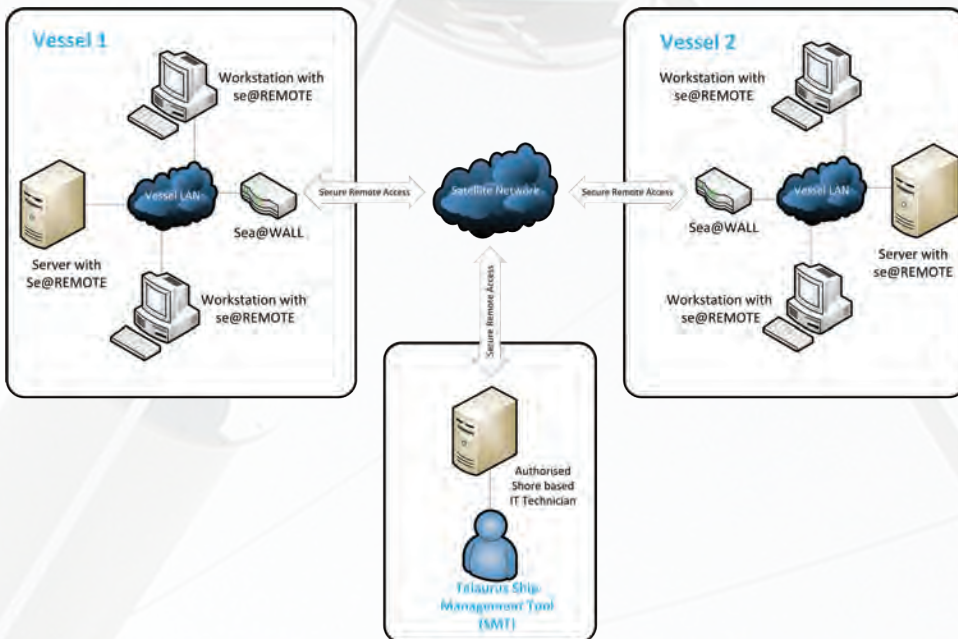
se@REMOTE[®] is a value added service that allows authorized personnel secure, remote access to servers, workstations and laptops located on your vessels. This enables the resolution of IT issues quickly and efficiently without the need to send a costly engineer to the vessel or spend long periods of time on the phone with the crew.

Key Features

- Web-based Secure Remote Access from any internet connection via the Ship Management Tool (SMT)
- Optimized for satellite connectivity
- No need for crew intervention or assistance
- Save costs on engineering visits
- Session cost displayed to technician in real time
- No monthly subscription
- Resolve IT issues on board quickly and efficiently

Service Description

If an issue is reported on the vessel a shore based IT technician can log into the Telaurus Ship Management Tool (SMT) from any location in the world. The technician selects which vessel has reported the issue. He can then drill down further to select the server, workstation or laptop that is causing the problem.



Ship Management Tool (SMT)

By Logging into SMT users can select which vessel and which PC they wish to control.

Computer	IP Address	Status	Last Status Refresh	
BRIDGE	192.168.2.202	available	Jun28,2011 07:09	Connect
CCR	192.168.2.211	available	Jun28,2011 07:09	Connect
CHARTCO	192.168.2.201	available	Jun28,2011 07:09	Connect
CHEMGRC	192.168.2.205	available	Jun28,2011 07:09	Connect
ENGINEROOM	192.168.2.212	available	Jun28,2011 07:09	Connect
HASTERSOFFICE	192.168.2.207	offline	Mar09,2011 13:49	
SAGACREWMAIL	192.168.2.203	offline	Mar09,2011 13:49	
SBACOMM-PC	192.168.2.200	available	Jun28,2011 07:09	Connect

Once the session is established the cost of the remote session is constantly displayed, in real time, in the session browser window. This makes it easy for the technician to monitor how much data has been used in the session and therefore the cost.

Costs: \$0.38 Traffic: 56.76 KB Conn.Time: 00h:02m:27s

se@COMM

Language Font FontSize

Further Information

For further information please contact your **Globecomm Maritime** sales person, agent or reseller.
<http://www.globecomm.com/maritime/contact.shtml>



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