



Hitachi Energy expertise is available 24x7 to secure the correct operation of your protection, control and communication systems.

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Fast and secure remote access

Remote Response Services

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Fast and secure remote access

Remote Response Services enable you to have Hitachi Energy expertise available 24x7 to secure the correct operation of your protection, control and communication systems. It is an easy and secure way to provide remote service to equipment and the control rooms on your site.

The main task for power utilities and other network operators is to keep the power system running without outages or interruptions to the power flow. This requires constant monitoring, preventive maintenance and expertise in the field.

Our experts can support you in such cases by remotely accessing the critical equipment to reduce the risk of unavailability and financial losses.

To be able to provide best in class Remote Response Services, we use a state-of-the-art remote service platform that enables fast and secure access to remote sites.

Customer-controlled access

The main prerequisite for every remote service activity is customer authorization. Only you can authorize access to our service engineer and define which equipment in the system is to be accessed, monitored or supervised. When and to what extent our service engineer is allowed access to the system is also defined by you.

Facts on Remote Response Services

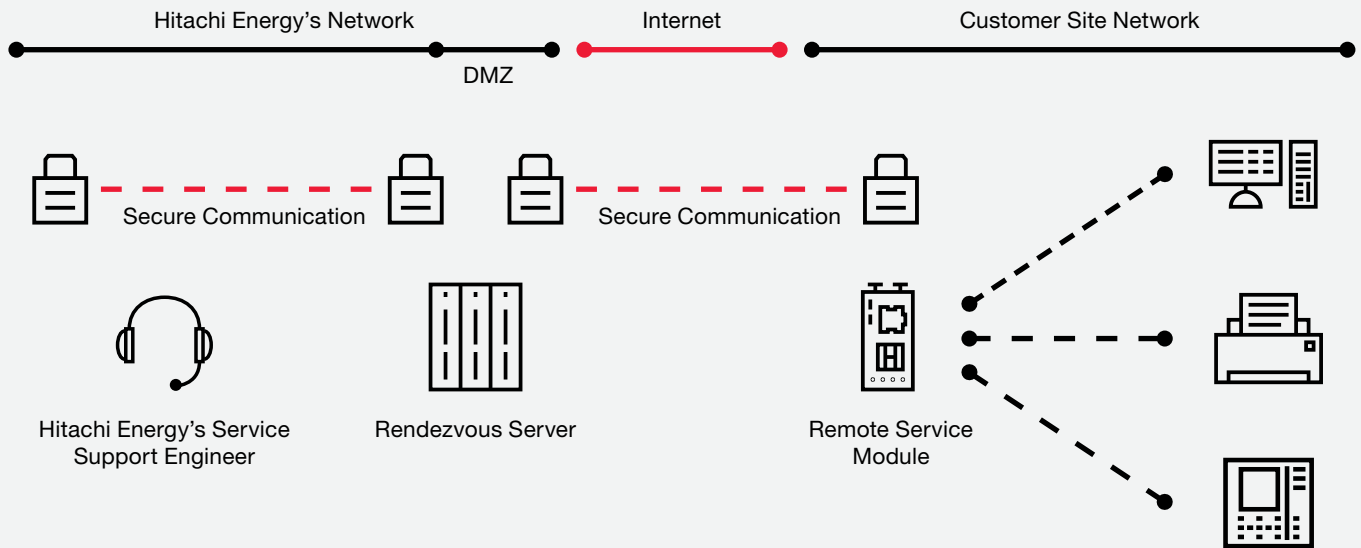
- 24x7 support from experts worldwide
- Reduced interventions on site, means reduced costs for maintenance
- Reduced unavailability, as issues are dealt with promptly
- Most field device/equipment can be viewed
- Ease of installation and handling
- Minimize unplanned downtime by predictive fault notification
- Updates are easily done
- Configurations are easily applied
- Utilization of customer-owned network

Operational collaboration

Our solution for Remote Response Services can be easily combined with your existing remote access solution.

Cybersecurity services

Via the Remote Service Platform, cybersecurity can be easily managed by providing regular updates and monitoring of backups on storage media.



01 Remote service platform uses advanced data protection.

Remote service platform

Our solution for Remote Response Services is based on the advanced Genua platform. It is an interactive solution that functions in real-time and therefore it does not store any customer data. You have the possibility to start and end the remote service access at your convenience anytime. You can also determine which of our service engineer(s) can have access to your system equipment. Administration of user rights regulates that only the agreed service engineers have access to your site.

Secure network architecture

The platform is located within Hitachi Energy own network infrastructure and is protected from unauthorized access from the outside. The Rendezvous server is the secure gatekeeper between the Internet and Hitachi Energy network, located within a demilitarized zone (DMZ). It establishes a secure connection between the Remote Service Module connected to the customer's LAN and the Hitachi Energy Grid Automation Collaborative Operations Center.

Protection of data transmission

Our solution utilizes advanced encryption methods to protect customer data from unauthorized access during data transmission. Type of data that could be transmitted are configuration files or update files. The Remote Service Module is hardened with an internal firewall, for extra protection. The module has its own internet access and as a result it does not affect the integrity of the customer's infrastructure.

Reasons to use our solution

- Plug and play, no unavailability or installation and configuration required on your computers or systems
- Remote access to most Hitachi Energy or third-party critical equipment
- Patch Management services can be provided
- Shorter response time
- Less manual response support required at site
- Supervision and monitoring of most critical equipment or devices
- Reduced cost of support services

Contact your local service and sales support team to discuss your requirements further.

For more information visit:
hitachienergy.com/substation-automation-service

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