EOSYSTEM
RemoteService

**—Enabling your System
for Real-Time Support**

Time is
money!

Increase your uptime through fast system diagnosis enabled by our TUV IT-certified, secure remote service solution.

Regardless of your location, you will have an EOS service expert immediately on your side. Try it out, free of charge during your warranty period!

Maximize your system availability with fast and efficient support.

You no longer have to wait for a technician to arrive at your site to diagnose the problem and identify any spare parts required, losing valuable time. Instead, with just one click, you can connect to your EOS service experts who can remotely access your system, analyze and - if necessary - best prepare an on-site visit.

Our **EOSYSTEM RemoteService** solution establishes a direct and highly secure connection to the internal network of your EOS system. This allows your EOS service expert to quickly access and diagnose the issue and provide solution options. Ultimately, our solution minimizes disruptions in your production workflow, improves productivity and reduces unplanned downtime.

Data security is our top priority.

Security is the most important feature of remote connections in the industrial environment. This is especially true for additive manufacturing, where you need to ensure that highly sensitive data does not fall into the wrong hands. That's why we chose an industry-proven remote support infrastructure that meets the highest security standards.

Our solution is industry proven and TUViT Trusted Product certified, with secure VPN connection, SSL encryption and communication via a central server located in a DMZ (DeMilitarizedZone).
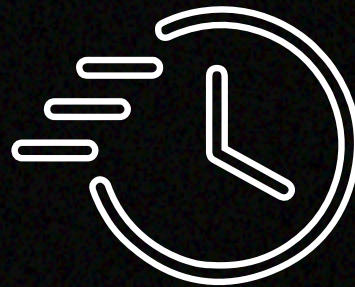
You are always in the driver's seat: It is technically only possible that you initiate the connection between EOS and your system. Once the job is done, the remote session is closed. After that, there is no way for EOS to reconnect to the system.

EOSYSTEM RemoteService –
that's what you get:

Convenience & global reach:

The EOS service experts
just one click away,
regardless of your location

Speed:

Faster identification of
potential problems leading
to increased productivity

Security:

Industry-proven,
TUVIT certified,
highly secure connection

Strong security features
protect your sensitive data.

eos

Feature		**Function**		**Meaning for you**
Connection on demand	>	Temporary connections only	>	Full control held by you
Outgoing SSL encrypted connection	>	SSL ecrypted client-server connection (port 443)	>	Like your home banking
Instant VPN	>	Dynamic post management	>	Only relevant ports are opened during usage.
Log-file	>	Includes all details on the connection (e.g. time, name of technician, etc.).	>	Full transparency about what happened during the connection
TUViT certification	>	Solution is certified as "Trusted Product".	>	Proven, highest security standard