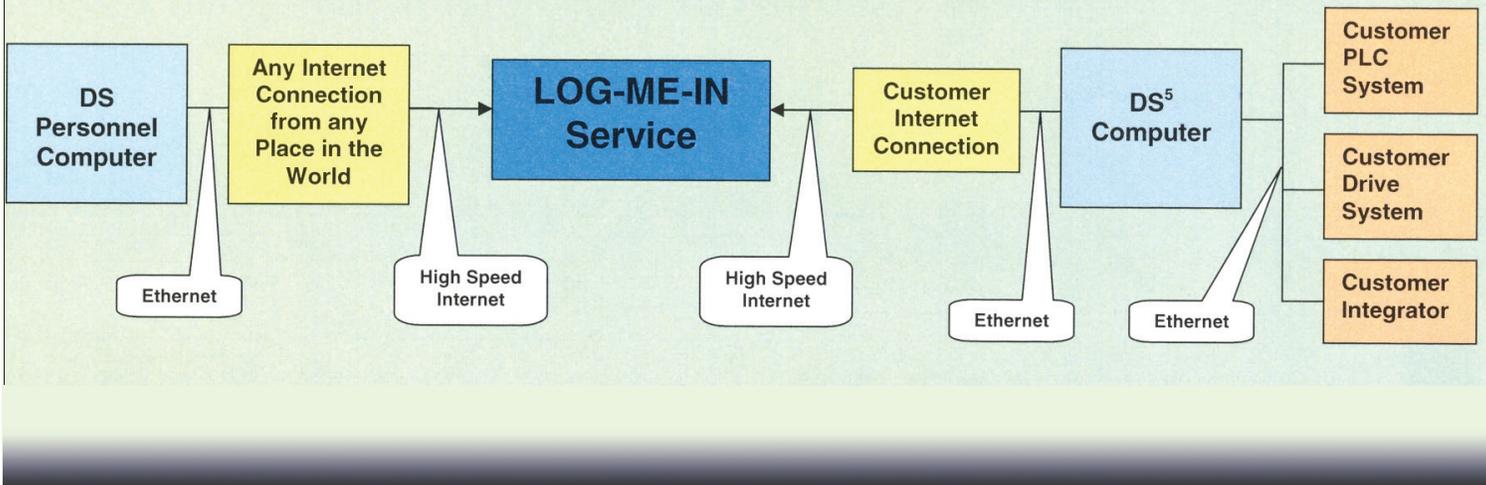


# PROCESS CONTROL



## SECURE SERVICE SUPPORT SYSTEM (DS<sup>5</sup>)

### OVERVIEW

DS<sup>5</sup> is ... Comprehensive Customer Service using a Safe and Secure High Speed Internet Connection.

Benefits:

- Faster response time to our customer's needs.
- Faster access time to diagnose and fix problems.
- Our service personnel and engineers can connect to our customer's equipment from anywhere in the world.
- Safe and secure internet connection.
- Allows only our highly-trained and authorized users to access system.
- Cost savings by avoiding long downtimes.

### FEATURES

A renewable yearly membership fee will provide:

- One year lease of the DS<sup>5</sup> computer system.
- Complete maintenance of the DS<sup>5</sup> computer.
  - Change any faulty hardware, if necessary.
  - Timely updates of software and licenses for the DS<sup>5</sup> system.
  - Remote View Service fees for one year.
- 25 hours of FREE service from our service personnel or engineers.
  - Additional support hours, if needed, will be charged at our standard rates.

Note: It is the customer's responsibility to provide the high speed internet connection.

# SECURE SERVICE SUPPORT SYSTEM (DS<sup>5</sup>)

## LOGISTICS AND SECURITY

- A DS<sup>5</sup> computer system will be placed at the customer's site. One end is connected to the Internet and the other end to the customer's equipment (PLC, Drive, Integrator, etc.).
- The customer's internet connection flows outward through the customer's firewall following their internet safety connection standards.
- The internet ties the DS<sup>5</sup> computer to the Remote View service.
- The computer connection is safely and securely protected by the Remote View service.
- The computer connection is safely and securely protected by the Remote View service which requires a specified and unique user name and password.
- As added security the Remote View service will only allow Davis-Standard authorized users to connect to the DS<sup>5</sup> computer system.
- Our personnel must use another unique user name and password to connect to our Davis-Standard account. Once connected, we can connect to the customer's DS<sup>5</sup> system.
- User names and passwords are changed periodically to increase protection.

