



Rapid
troubleshooting and
return to normal
operation

Remote Assistance to Control Systems

Increase availability and safety for your plant's control system

BWSC can configure access certificates together with a LinkManager client, so only selected Troubleshooter or Operators have access. Furthermore, the client in charge for remote access is enabled/disabled on the Secomea Site Manager or configured to be controlled from the Control System including event logging.

We install a pre-configured plug and play "Site Manager" hardware box in the central control room of the power station. All you have to do is to provide an internet connection and electricity.

In addition, your own team has the possibility to access the Control System remotely via the LinkManager. With the LinkManager, any remote device is just a few clicks away.

With remote monitoring, we are able to provide you with rapid troubleshooting and recommended remedial actions for fast recovery in case of control issues or failure.

We ensure a secure configuration and remote access connection when assisting you. Only the specialized team at BWSC is able to access your Control System, and we make sure your data is safe and protected when handled by us.

Products and offerings

Remote access

- Both BWSC personnel and you can use the setup for remote access
- Handles multiple connections simultaneously

State-of-the-art security

- Maximum security with built-in firewall and strong AES/SSL encryption
- Two-factor user authentication with x.509 certificates, or SMS code and password
- End-to-end audit log control

Easy configuration

- Firewall friendly communication simplifies setup and eliminates involvement of local IT team

- Co-exists with existing network – no requirement for public or fixed IP address
- Optional redundant Uplink port for fail-over support. Could be a USB or integrated 4G/GPRS modem

Central management

- Flexible device access management - just add users by email address
- Renewing or revoking access is very easy
- Email alert for device and user status

Web proxy server service

- Can provide a secure connection for antivirus updates to all machines on the control network

- Web traffic (http/https) is supported. Server placed in Europe, this will be where the internet rules are applied

Mail relay server service

- Can relay email further to a SMTP server
- Low tech handling of access
- Input to allow the Uplink internet connection, i.e. no need to remove internet patch cable – just turn a switch
- Relay output port that triggers when a remote connection becomes active, i.e. when someone is remote connected to the site. Can be used to generate an alarm or event in the Control System or turn on a warning lamp contracts. We supply high and medium pressure piping systems for power plants, industries, and petrochemical plants.

Selected references



Remote Assistance, China

Facility: Coloane A Power Plant

Client: CEM - Companhia de Electricidade de Macau

Scope: Ad hoc remote support for technical and mechanical failures with yearly service visits and health checks (remote). Part of a Service Agreement with BWSC.

Contract duration: 3 years

Commenced: 2011

Completion: Ongoing



Remote Assistance, Azores, Portugal

Facility: Belo Jardim & Pico Power Plants

Client: EDA - Eletricidade dos Açores

Scope: Ad hoc remote support for reprogramming, hardware failure and yearly service visits and health checks (remote). Part of a Service Agreement with BWSC.

Contract duration: 3 years

Commenced: 2014

Completion: Ongoing

About BWSC

Headquartered near Copenhagen, Denmark, BWSC provides specialized consultancy, engineering, installation, operation and maintenance services at power plants and green energy facilities worldwide.

Forty years of experience with energy infrastructure, a diverse staff of seasoned experts, full technology independence and our big-picture approach make us uniquely able to help customers define their ambitions and reach them through expert design and continuous improvement of their facilities.

BWSC



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