



RCS: Our Remote Care Service for you

Digitalization is a big word that involves many different things. When we think about it applied to industry we normally tend to imagine it in the design, manufacturing, selling, quality assurance processes of the companies but it is not only there but also in the impact that the application of digital tools has in how products can be improved once in field and can be serviced where lies the tremendous transformative value of digitalization.

The possibility of accessing the equipment operational parameters (historical or on-line values or alarms), implementing algorithms to detect in advance emerging malfunctions and remotely make changes in the equipment controls has marked a before and after in the product development and service concepts, significantly improving the product validation process, the quality of the reactive support and, last but not least, allowing the capability to offer proactive support to the customer.

Guascor Energy & RCS: digitalize the efficiency!

Remote Care Service (RCS) is based on the OEM expert knowledge, combined with modern tools for analysis, detection and diagnostics to provide to the OEM an essential development tool and to our customers and partners a great and powerful service tool.

Why RCS?



Efficiency

Remote care service streamlines the diagnostic process by leveraging useful digital tools. They enable quick and accurate identification of equipment performance and analyzing the data it can be improved and adapted continuously to reach the optimized operational point for each case or scope.



Availability

With remote diagnostics, Guascor Energy experts can assess equipment health and troubleshoot problems remotely, regardless of geographical location. This staff availability ensures timely support and reduces the need for on-site visits, saving both time and resources.



Cost-effectiveness

By reducing the need for physical inspections and enabling remote troubleshooting, these services can significantly lower operational costs. They minimize travel expenses, eliminate unnecessary downtime, and optimize maintenance activities, resulting in improved cost-effectiveness for businesses.



Proactivity

Remote diagnostics allow for proactive monitoring of equipment performance. Through continuous data analysis and predictive algorithms, potential issues can be detected and addressed before they escalate, preventing unexpected failures and optimizing equipment lifespan.



Expertise

Remote care service connects customers with highly skilled professionals who possess in-depth knowledge and experience in equipment diagnostics. This expertise ensures accurate analysis, precise recommendations, and effective solutions to address equipment issues.



Cutting-Edge Digital Tools

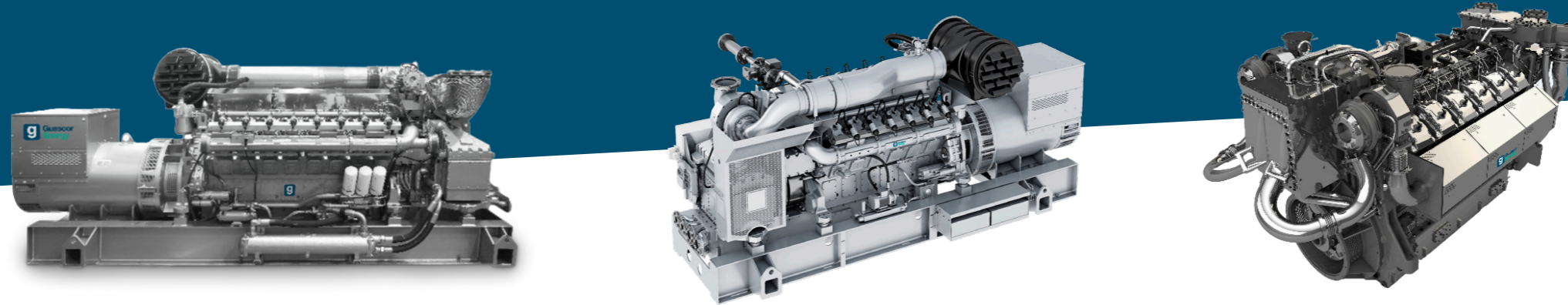
Remote care service leverages state-of-the-art digital technologies to deliver accurate and efficient equipment analysis. This service makes use of advanced data analytics, machine learning algorithms, and artificial intelligence to process and interpret large volumes of equipment data in real-time.

By harnessing the power of remote diagnostics, businesses can achieve enhanced operational efficiency, reduced downtime and the OPEX of the fleet, increased equipment lifespan, and optimized maintenance strategies.



RCS: our solution

- ✓ The basis of the RCS is the cutting-edge digital tools that help us provide a top service. Guascor Energy can give access to these tools to our qualified partners and, furthermore, these tools can be used to offer various levels of support from our Remote Care Center to both end customers and partners.



Remote Support

Various levels of support (Starter, Essential, Advanced, Prime) given through the Remote Care Center, offered to both end customers and partners.

Basic Remote Services

Grants access to the tools to qualified partners.

Hardware & Software

Developed cutting-edge digital tools and features.

RCS features

Real time notifications

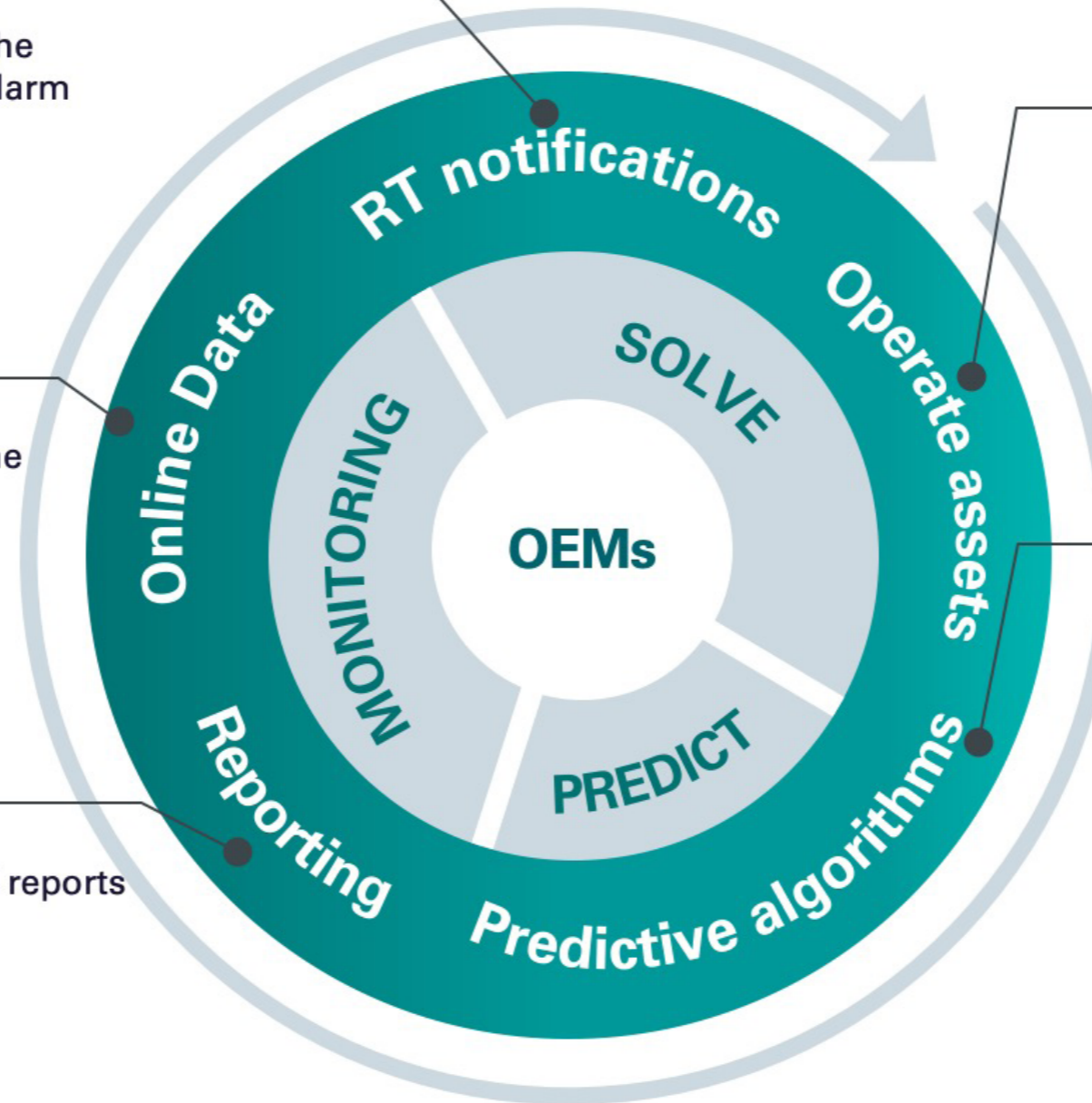
When an alarm is triggered, an email is sent to the desired person notifying that situation and the alarm code.

Real/Hystorical data

Capability to access the logged data of a machine in a quick way using a browser (online).

Report 4.0

Capability to access to automathic upgraded KPI reports explaining how the machine is working.



Operate assets

Capability to access the devices and modify some parameters in order to actuate.

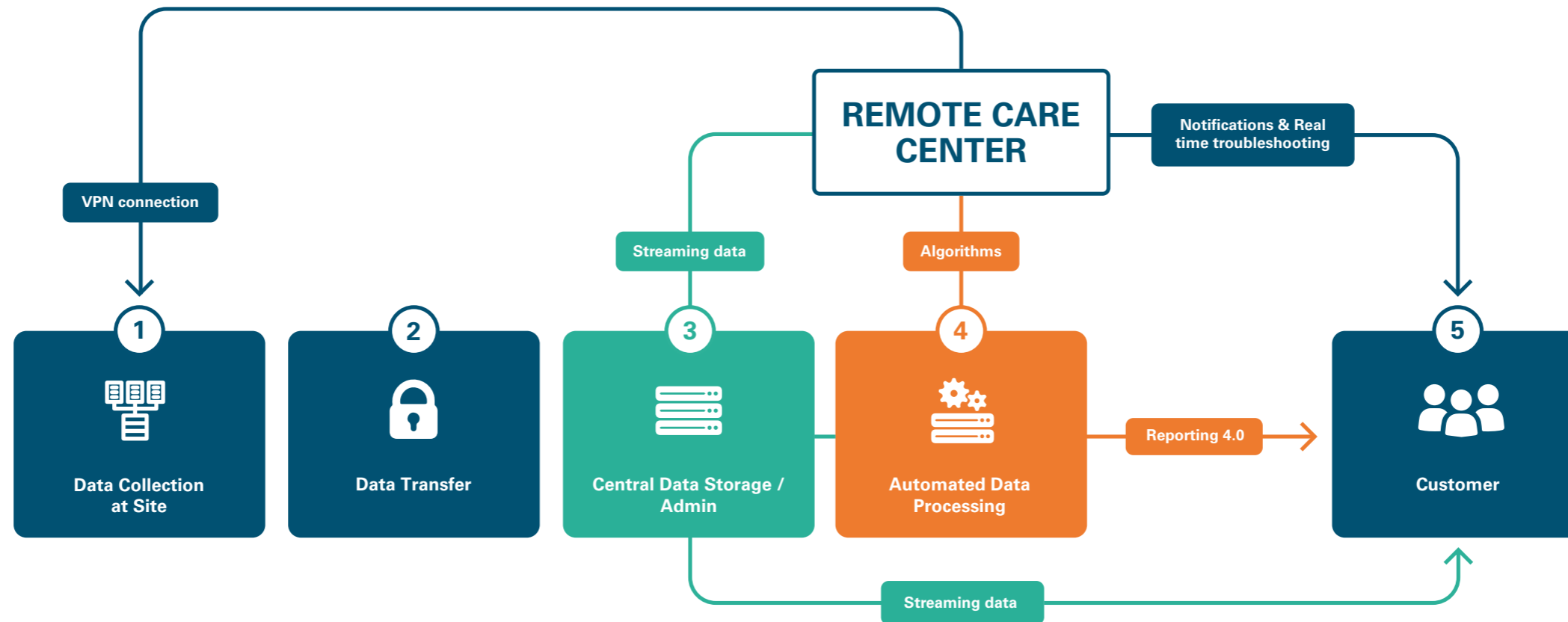
Predictive algorithms

Capability to complement the ECU or PLC with extra algorithms that can protect the engine and help in the maintenance schedule.

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Process description



Remote Care Service is based on products that provide features which used by different teams can provide different service levels/ packages focused on improving the product and the provided service.



Remote support packages

Starter

Reactive support to resolve your equipment's technical issues

Essential

Connect and get insight into your equipment's health. Improved emergency support responsiveness in the event of an issue with advanced remote troubleshooting and access to equipment data

Advanced

Proactively protect covered equipment by analyzing historical condition changes in order to reduce the risk of potential issues before they impact operations. Ensure operational continuity by resolving actual issues with proactive advanced remote troubleshooting.

Prime

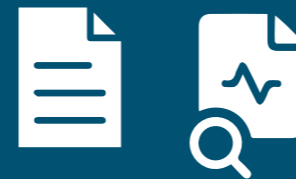
Improved uptime and productivity potential with fast remote support, troubleshooting, and OEM expert guidance for optimized operation and routine maintenance. Close collaboration to develop enhanced optimization options.



Essential pack

Reactive

Triggered by customers for connected equipment your equipment's technical issues.



Advanced pack

Proactive + Reactive

Analyze equipment performance and assess prognosis.



Prime pack

Consultative + Proactive + Reactive

With Guascor Energy experts using enhanced real-time sessions (periodic or not).



Visualization

Equipment overview



Connectivity

Services enabler

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