



SERVICE PORTAL

**SECURE REMOTE ACCESS &
SOFTWARE UPDATES OVER THE AIR**

Christ Service Portal

secure remote access and software updates over the air

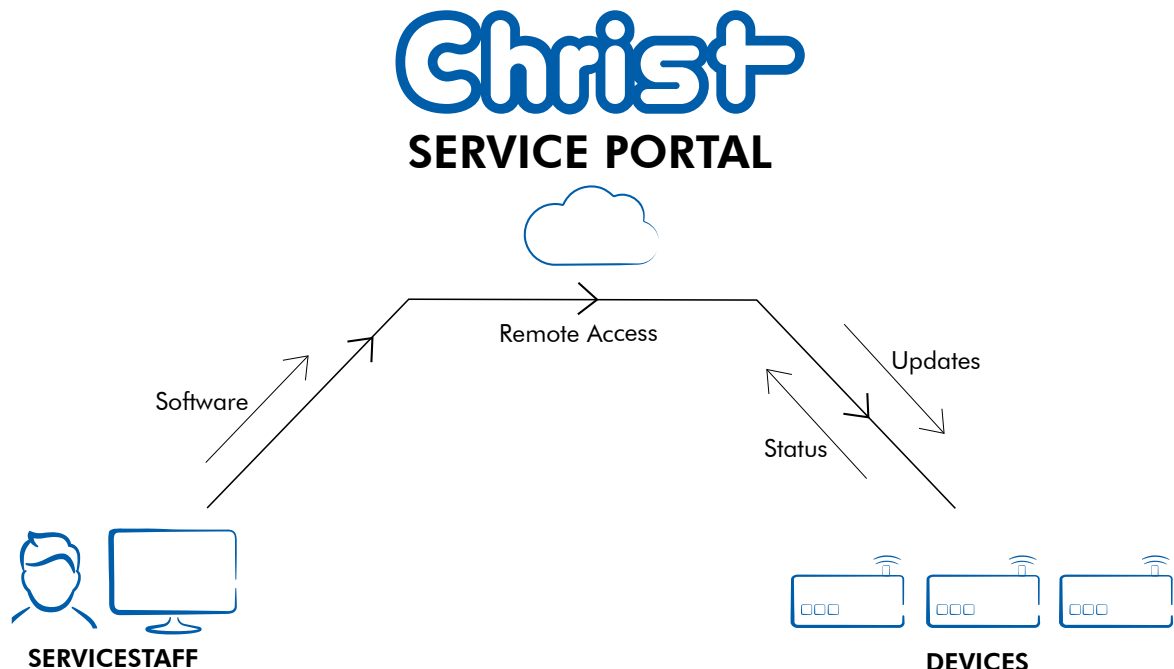
With the Christ Service Portal you get a secure platform for remote access, status monitoring and a rollout tool for software updates OTA in industrial environments.

You can optimally prepare software updates, test them on a small scale and control the rollout centrally via groupings. With the device status you always know which image version is installed on the respective Panel. Service cases on machines and systems can be processed efficiently from anywhere. Because with remote access you can find and fix errors faster. This will reduce downtime.

Overview of scope of services:

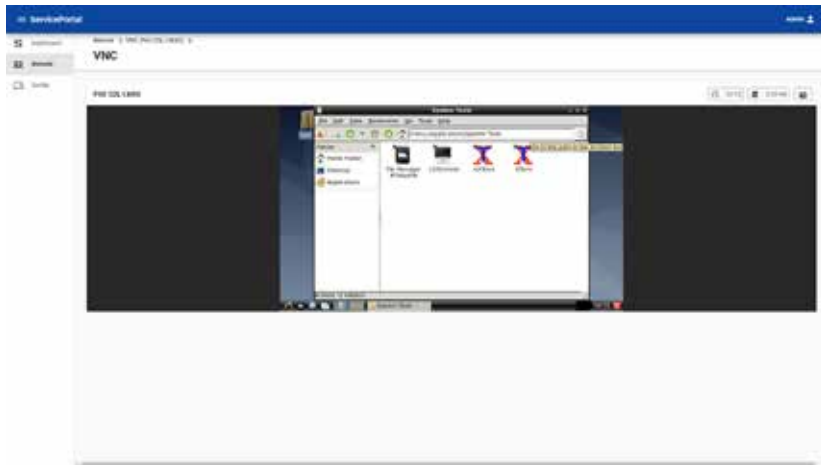
- Central device management via the Christ Service Portal
- Software Updates over the air
- Central coordination of the software rollouts
- Simultaneous updates on all Touch Panels of a defined group
- Traceability of device updates
- Complete solution for remote access and remote maintenance
- Transmission of the screen contents via VNC
- Secure console access via SSH
- Status display of the initialized Panels in real time
- Scalable package solutions
- SSL-encrypted data transmission and data protection according to EU law
- Dedicated cloud instances hosted in Germany
- User administration in the Christ Service Portal with distribution of roles
- Scalable package variants for initialized devices and used storage space

Increase the efficiency of your service staff

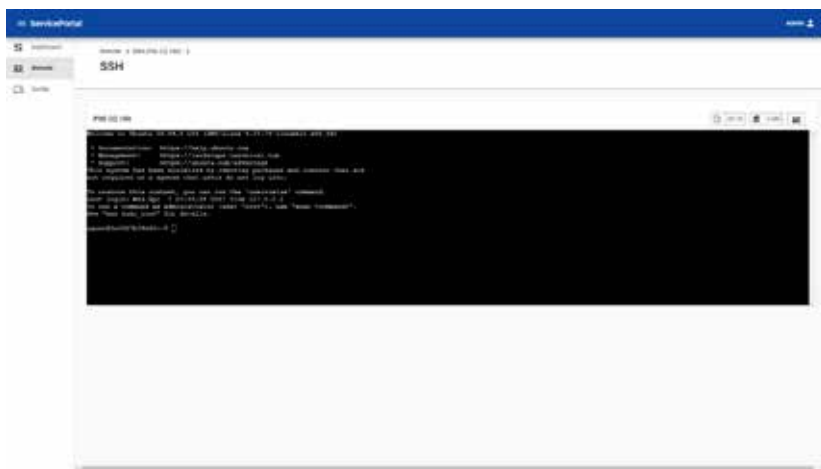


Organize software updates for initialized Touch Panels in one central location. Your necessary software updates are carried out efficiently. This drastically reduces the workload of your service employees. The planned mass rollout ensures that the updates run securely.

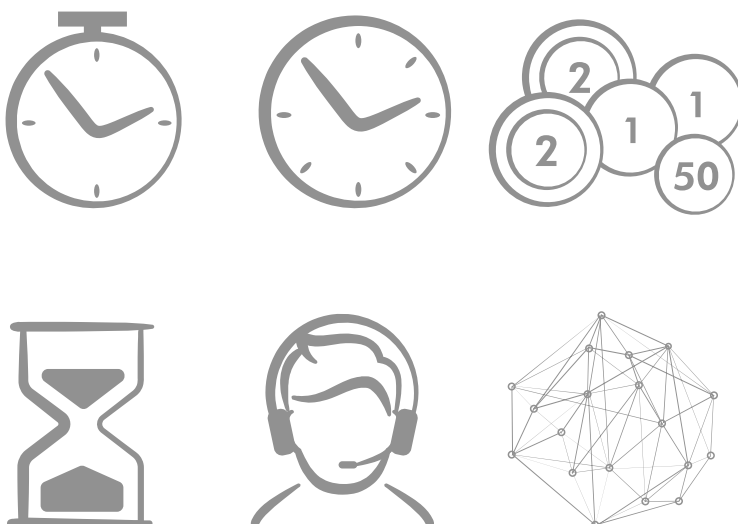
Troubleshooting via SSH & VNC



The technician can access the Panel from anywhere via remote access and rectify the problem directly. Small errors such as incorrect configuration can often be resolved quickly. The service technician no longer has to be personally on site with the customer.

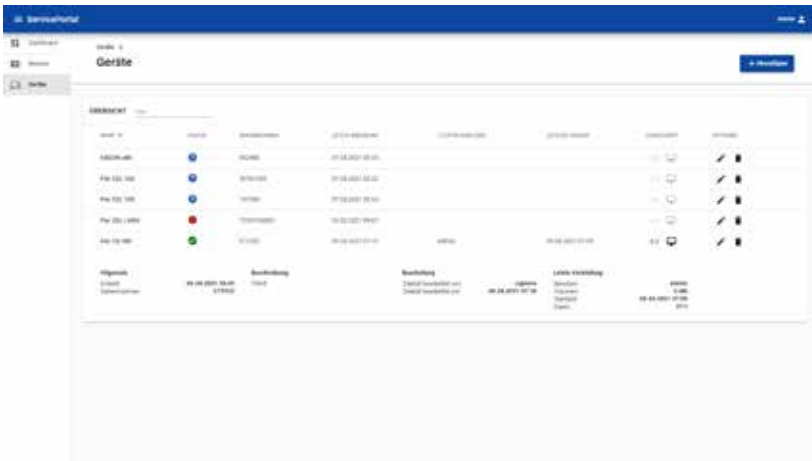


| Benefits of the Christ Service Portal



- Cost savings
- Increase in customer satisfaction
- Expand the range of service and expand sources of income
- Service technicians can focus on special challenges
- Software updates can be scaled individually (Individual updates, group updates, updates for all equipment)
- Central management of updates of images and applications
- Complete solution with server environment and initialization of the end devices for Linux operating systems
- No configuration effort, you can start straight away
- Increased security through regular system updates

Reduced downtime and faster commissioning



Configuration errors can quickly lead to delays during initial commissioning. The start of production is unnecessarily prolonged. Inappropriate configurations also occur with devices in the field. In order to fix these errors, the service technician had to find a solution on site. Remote access can reduce production downtimes.

Coordinated software updates for smooth production processes

With the help of remote maintenance, necessary maintenance work on the Touch Panel can be optimally synchronized. Because you can schedule the updates and maintenance work, the pro-

duction processes are disrupted as little as possible.

Regular updates for more security

Necessary system updates can easily be carried out with the Christ Service Portal. Any security gaps that may arise can be closed in a targeted manner with the help of the security patches provided. With the Service Portal you can optimally plan these measures and monitor the corresponding status of the devices. The system components are always up-to-date and offer greater security for the entire system.

Additional service offer



With the Christ Service Portal you can offer your customers even greater reliability. Functionalities such as remote access or software updates over the air guarantee that the software on the initialized devices is up-to-date.

All information about the Christ Service Portal can be found here:
<https://www.christ-es.com/en/services/christ-service-portal>