

REMOTE SERVICES

Leverage remote capabilities to improve and accelerate project delivery

At times, it may not be possible to have onsite access to a facility due to its physical location, travel restrictions, physical security, or other reasons. In other cases, the time it takes to arrange and execute travel can slow down project implementation and value.

That's why PAS provides Remote Services. We are highly experienced in delivering a variety of OT cybersecurity and process safety projects remotely, with no onsite activity or travel required. We have extensive capabilities for remote communications and secure access that meet the stringent requirements of leading global industrial organizations.

REMOTE SERVICE OFFERINGS

PAS provides remote services for the following projects and workshops:

- OT cybersecurity workshop and functional design
- PAS software deployment
- Alarm philosophy workshop and development
- High performance HMI workshop, style guide, and philosophy
- Alarm documentation & rationalization

BENEFITS OF REMOTE SERVICES

Remote services offer a number of valuable benefits to our customers:

- Health & Safety: avoid travel, reduce personnel time at hazardous locations
- Financial: less time and labor (reduced demand for customer personnel, minimize supervision onsite, no gate pass, and no site-specific safety training required)
- Time-to-Value: able to execute projects faster
- Flexibility: able to optimize time and work schedules

GLOBAL EXECUTION

PAS supports Remote Services with customers in over 70 countries across North America, Europe, the Middle East, Asia-Pacific, and South America.

Our team provides localized engineering services in a range of languages including English, Chinese, Arabic, Spanish, Malay, and more.

EXAMPLE PRIOR PROJECTS

- OT cybersecurity solution deployment with network anomaly detection integration (US Chemical Company)
- Multi-site PlantState Integrity software implementation (US Power Generation Company)
- OT cybersecurity asset inventory discovery (International Chemical Company)
- Alarm philosophy workshop & development (Europe Refining Company)
- Multi-site software upgrade (Asia-Pacific Oil & Gas Company)
- Alarm documentation & rationalization (US Pulp & Paper Company)
- OT cybersecurity asset discovery (US Pulp & Paper Company)
- Alarm documentation & rationalization (Asia Pacific Oil & Gas Company)

ACCESS AND SECURITY

PAS provides Remote Services securely from start-to-finish in accordance with each customer's cybersecurity policies and requirements. This includes:

Accessibility

- Properly controlled network access
- Defined PAS contact access with assigned credentials
- Remote access tools for chat, voice, video, screensharing, remote access, video recording, and multi-user collaboration (common applications include: Microsoft Teams, Microsoft Skype, Cisco WebEx, Cisco Citrix, Team Viewer)
- Support for tokens, smart cards, PIN or passwords, two-factor authentication, and end-to-end encryption
- Remotely connect to external endpoints on the customer's corporate network, de-militarized zone (DMZ), as well as on the process control network (PCN) with customer approval

Data Security

- External secure file transfer (e.g. secure FTP)
- Customer-initiated file transfer
- Customer-provided upload mechanism

Communication Protocols

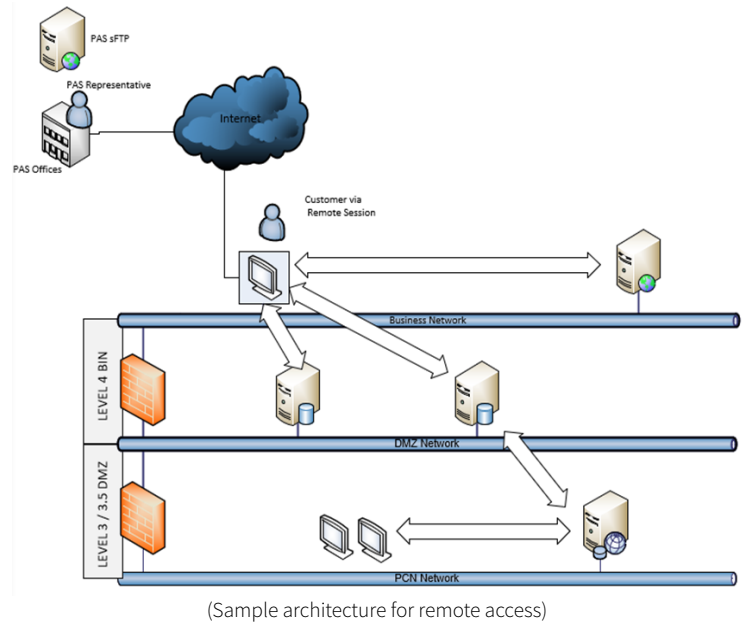
- Written approval from customer before PAS personnel initiate any remote access

Emergency Response

- 24/7 support for identifying and resolving issues
- Recording of live sessions to document all work performed
- Customer-approved fall back strategy incorporated

Compliance

- PAS compliance team members verify PAS Remote Services personnel compliance with policies via walk-throughs, video monitoring, business tool reports, and internal and external audits
- Any PAS Remote Services employee found to be in violation of policy is subject to disciplinary action



PAS requires the following from the customer to execute Remote Services:

- Key customer contact personnel
- Relevant IT policy documentation
- List of machines to be accessed
- Authorization of PAS Remote Services users
- Encrypted USB drive (if non-network data transfer is required)

About PAS

PAS, the OT Integrity company, delivers software solutions that prevent, detect, & remediate cyber threats; reduce process safety risks and optimize profitability; and enable trusted data for decision-making. PAS helps industrial organizations Ensure OT Integrity including 13 of the top 15 refining, 13 of the top 15 chemical, 4 of the top 5 pulp and paper, 3 of the top 5 mining, and 7 of the top 20 power generation companies.

For more information, visit www.pas.com.