



Remote Expert Intervention: On-demand, Video-enabled Remote Support

Bring the Power of Action to Your IoT Data

Remote Expert Intervention enables real-time video conversations between engineers onshore and at sea. It transforms customer support, reduces field service costs, and uses your support team most efficiently.

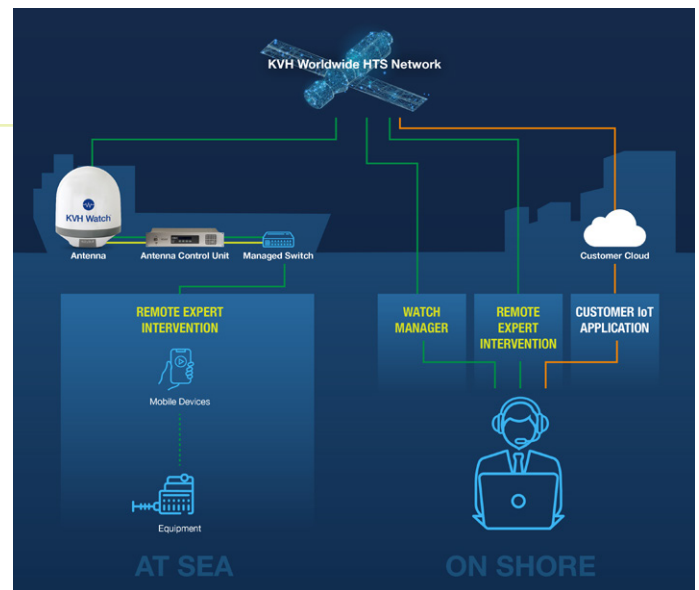
Go beyond monitoring your onboard equipment's performance data and take action to support or fix an issue, whether the vessel is in the middle of the ocean or in port. Use Remote Expert Intervention to carry out fluid and on-demand troubleshooting by your shore-based experts and the vessel's crew over the secure KVH spacelink and the Internet.

An on-demand, Remote Expert Intervention supports a wide range of actions, such as:

- Real-time guidance to onboard crew
- Remote troubleshooting
- Remote training and support
- Remote product familiarization
- Equipment and software configuration updates
- Two- and three-way video conferencing
- Inspections and e-surveys done while at sea

Remote Expert Intervention relies on KVH's SATCOM-optimized video collaboration application. Onboard engineers connect via the application on Android™ phones or tablets while the experts on shore use their Windows PCs or mobile devices.

When you schedule an Intervention, the ship's master receives an automated request for approval via email. Only invited participants can join, and they are identified with two-way authentication. Videos can be saved for training purposes and service records.



Transform Your Service & Support Business

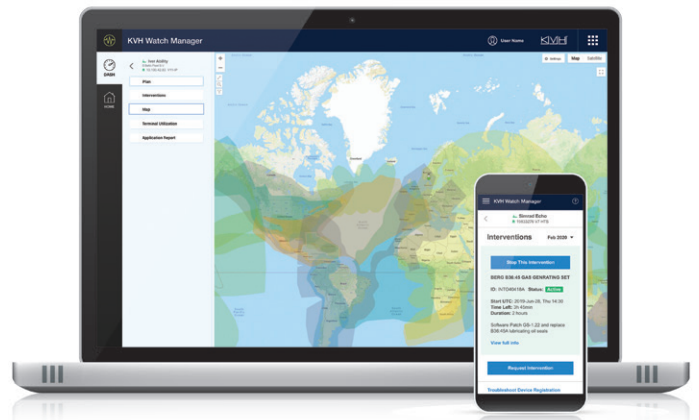
Remote Expert Intervention enables you to revolutionize your business and deliver superior support to vessel and fleet owners, operators, and managers:

- Resolve common issues in real time while the vessel is at sea
- Reduce in-port repair time by troubleshooting issues during deep sea time
- Conduct pre-installation surveys to ensure that your team is fully prepared when they board the vessel
- Lower your service costs by reducing the hours required or the need for vessel visits
- Improve your First Time Fix Rate by ensuring that when you do send a technician to a vessel, they know the problem in advance and have the right parts

Outstanding Visibility & Control with Watch Manager

Designed primarily for onshore use by support engineers, the Watch Manager web application provides visibility to everything your customer support team needs to know:

- Vessel location and track on a global map
- Watch Terminal connectivity status
- Flow data rate, daily and month-to-date usage
- Intervention scheduler and session log

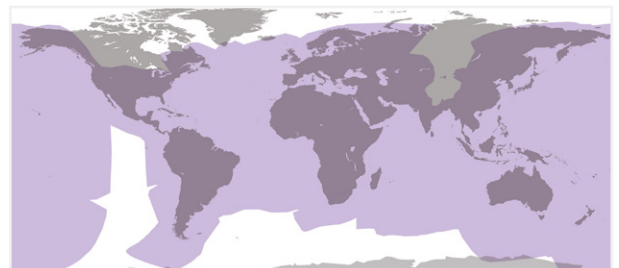


Rugged, Proven Connectivity with Watch Terminal

The commercial-grade KVH Watch Terminal supports all KVH Watch tenants using a dedicated high-throughput VSAT antenna with its own dedicated LAN that is fully isolated from the vessel's existing IT and OT networks. In addition, it includes a 2U rack-mountable Antenna Control Unit (ACU), 1U managed switch, and dedicated Wi-Fi access points for the exclusive use of Remote Expert Interventions.

Global IoT Connectivity

KVH Watch delivers on the promise of IoT at sea, overcoming the geographic limits of cellular service and the slow speeds and high cost of L-band services. Your vital IoT data, along with the ability to provide live remote support, are now affordably accessible worldwide, thanks to the Watch Terminal and KVH's global HTS network, a layered network with industry-leading global speeds and superior reliability.



KVH's global Ku-band HTS network offers 272 million sq. km (105 million sq. miles) of coverage with data speeds as fast as 10/3 Mbps (down/up).

kvh.com/watch



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