



remote support

The Remote Support platform from Proximity Smart SupportTM securely connects experts to your machines in real-time for fast and effective service.

SIMPLE

EFFICIENT

RELIABLE

SECURE

Expert Support to our customers everywhere – from anywhere.



Achieve greater uptime and lower the cost of maintenance for your manufacturing line with Proximity Smart Support's Remote Support platform. It enables real-time connectivity between our subject matter experts and all aspects of your machines including the PLC, robots, weld or vision systems.

SYSTEM FEATURES

IoT PC with Industrial-grade OS
NVR Hub for Local Storage of Footage
CCTV Cameras for Automation Playback
Supporting Software and Networking Hardware
VNC Viewer for HMI Visibility and Access



Image captured from existing Proximity Smart Support - Remote Support platform

BENEFITS

- Lineside platform designed to support the machine
- Provides real-time support and avoids unnecessary site visits
- Enables connectivity to equipment PLC, robots, vision systems, and field I/O
- Reduces downtime and support costs while maximizing machine health
- Improves first-time fix efficiency
- Records support sessions for training and development
- Compatible with equipment by BOS, TrueLight and others
- Enables real-time data analysis, predictive maintenance, and improved operational efficiency

DATA SECURITY SPECS

- Enterprise-grade Endpoint Detection and Response (EDR) security for comprehensive protection against evolving threats
- 2-Factor Authentication (2FA) for support personnel
- Remote Monitoring and Management (RMM) for proactive monitoring and support
- Principle of Least Privilege (PoLP) methodology
- Patch management: keeps your system up-to-date and fortified against vulnerabilities
- Vigilant software oversight prevents unauthorized or rogue software installations, bolstering system stability
- NVR Hub keeps footage isolated from the Web



CCTV Cameras can be added or removed



Seamless integration with Proximity Smart Support's Performance Analytics platform

OPTIONS



A BOS INNOVATIONS COMPANY

2335 Discovery Drive • London
ON N6M 0C6 • Canada
truelightvision.com • 519 268-8563

Styles, methods, processes, and information included in this document are the intellectual property of TrueLight Machine Vision Solutions Inc. and considered confidential and privileged material. This document is subject to change at the sole discretion of TrueLight and for this reason it should not be considered a formal quotation or scope of work.

V.01-25 202509