

**FURUNO**

# Remote Monitoring & Support System (RMS)

**HermAce**



Real-Time Monitoring and Support System  
for FURUNO's Navigation & Communication Equipment



[www.furuno.com](http://www.furuno.com)



# Preventive and proactive troubleshooting with FU

HermAce, a data compilation system, provides a clear answer to this problem by allowing the status of each machine on board to be monitored over long distances. Until now, in a situation of machine and system dysfunction, it was particularly challenging to obtain in real-time all the detailed information needed to solve a malfunction.

The information sent to the captain and his crew is also sent to the shore-based maintenance team for real-time surveillance. HermAce is designed to be a smooth problem-solving system and to allow the user to make quick and appropriate decisions. By using HermAce, a significant improvement in controlling on-board equipment is obtained. Potential failures can be detected and notified immediately, pursuing the idea of preventive and proactive maintenance.

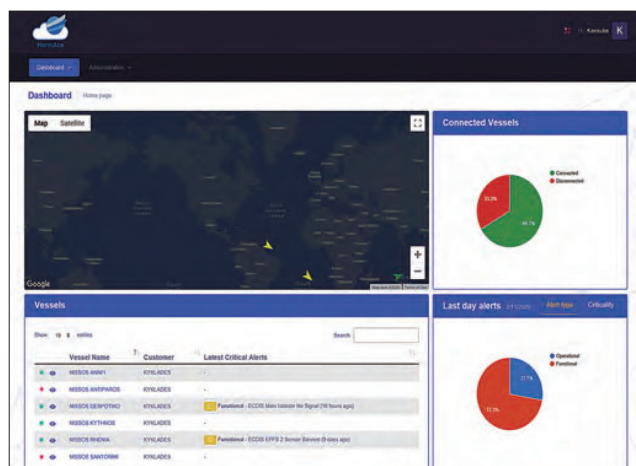
## HermAce Features

### Innovative Troubleshooting Solution

HermAce is a tool designed to allow constant monitoring of on-board equipment anywhere and anytime you need. Additionally, it allows enhanced monitoring by sending information to both the crew and the shore-based team for better decision making and quick actions.

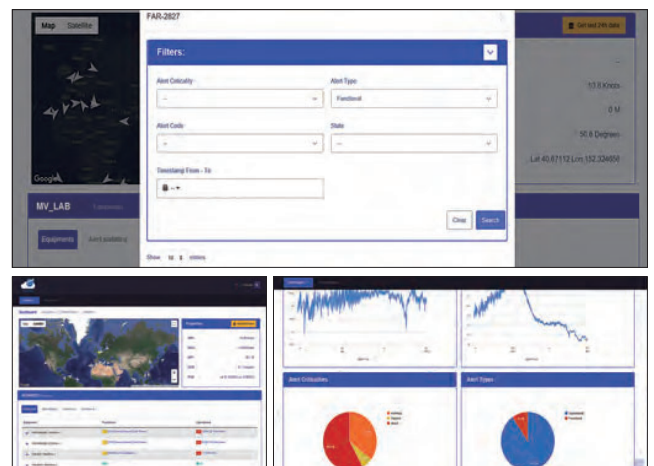
#### » User Friendly Interface

HermAce's Web-portal's user-friendly interface allows for easy monitoring and smooth navigation thanks to the real-time update of reports and analytical data.



#### » E-Mail Alert Notification

If an important alert is received, a notification will be immediately sent to the designated e-mails with troubleshooting instructions without having to wait for a crew member's report.



#### Real-time Remote Monitoring

HermAce is a cloud system connected to Furuno's navigation and communication equipment on board. Critical data pertaining to the vessel's equipment is collected through a smart device; then transmitted to and stored on cloud infrastructure, making it available to customers through a web-portal.

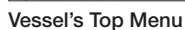
#### Reliable Connectivity

Thanks to an intelligent algorithm, extreme data compression makes it possible to considerably reduce the volume of information and to transmit this information to a remote server via a satellite communication system such as VSAT.

#### Easy Access Anywhere, Anytime

The portal can be accessed anywhere and anytime, provided that an internet connection is available, and it can be viewed on any computer or smartphone.

The image shows a person's profile as they look at two computer monitors. The left monitor displays a network monitoring dashboard with a map of Europe, two pie charts showing network status (green for 'Good', red for 'Bad'), and a table of alerts. The right monitor displays a detailed table of alerts with the following columns: Alert Criticality, Alert Type, Alert Name, Timestamp, State, Equipment name, Location, and Service path. The table contains several rows of data, including alerts for 'R200-10-1', 'R200-10-2', 'R200-10-3', 'R200-10-4', 'R200-10-5', 'R200-10-6', 'R200-10-7', 'R200-10-8', 'R200-10-9', 'R200-10-10', 'R200-10-11', 'R200-10-12', 'R200-10-13', 'R200-10-14', 'R200-10-15', 'R200-10-16', 'R200-10-17', 'R200-10-18', 'R200-10-19', 'R200-10-20', 'R200-10-21', 'R200-10-22', 'R200-10-23', 'R200-10-24', 'R200-10-25', 'R200-10-26', 'R200-10-27', 'R200-10-28', 'R200-10-29', 'R200-10-30', 'R200-10-31', 'R200-10-32', 'R200-10-33', 'R200-10-34', 'R200-10-35', 'R200-10-36', 'R200-10-37', 'R200-10-38', 'R200-10-39', 'R200-10-40', 'R200-10-41', 'R200-10-42', 'R200-10-43', 'R200-10-44', 'R200-10-45', 'R200-10-46', 'R200-10-47', 'R200-10-48', 'R200-10-49', 'R200-10-50', 'R200-10-51', 'R200-10-52', 'R200-10-53', 'R200-10-54', 'R200-10-55', 'R200-10-56', 'R200-10-57', 'R200-10-58', 'R200-10-59', 'R200-10-60', 'R200-10-61', 'R200-10-62', 'R200-10-63', 'R200-10-64', 'R200-10-65', 'R200-10-66', 'R200-10-67', 'R200-10-68', 'R200-10-69', 'R200-10-70', 'R200-10-71', 'R200-10-72', 'R200-10-73', 'R200-10-74', 'R200-10-75', 'R200-10-76', 'R200-10-77', 'R200-10-78', 'R200-10-79', 'R200-10-80', 'R200-10-81', 'R200-10-82', 'R200-10-83', 'R200-10-84', 'R200-10-85', 'R200-10-86', 'R200-10-87', 'R200-10-88', 'R200-10-89', 'R200-10-90', 'R200-10-91', 'R200-10-92', 'R200-10-93', 'R200-10-94', 'R200-10-95', 'R200-10-96', 'R200-10-97', 'R200-10-98', 'R200-10-99', 'R200-10-100', 'R200-10-101', 'R200-10-102', 'R200-10-103', 'R200-10-104', 'R200-10-105', 'R200-10-106', 'R200-10-107', 'R200-10-108', 'R200-10-109', 'R200-10-110', 'R200-10-111', 'R200-10-112', 'R200-10-113', 'R200-10-114', 'R200-10-115', 'R200-10-116', 'R200-10-117', 'R200-10-118', 'R200-10-119', 'R200-10-120', 'R200-10-121', 'R200-10-122', 'R200-10-123', 'R200-10-124', 'R200-10-125', 'R200-10-126', 'R200-10-127', 'R200-10-128', 'R200-10-129', 'R200-10-130', 'R200-10-131', 'R200-10-132', 'R200-10-133', 'R200-10-134', 'R200-10-135', 'R200-10-136', 'R200-10-137', 'R200-10-138', 'R200-10-139', 'R200-10-140', 'R200-10-141', 'R200-10-142', 'R200-10-143', 'R200-10-144', 'R200-10-145', 'R200-10-146', 'R200-10-147', 'R200-10-148', 'R200-10-149', 'R200-10-150', 'R200-10-151', 'R200-10-152', 'R200-10-153', 'R200-10-154', 'R200-10-155', 'R200-10-156', 'R200-10-157', 'R200-10-158', 'R200-10-159', 'R200-10-160', 'R200-10-161', 'R200-10-162', 'R200-10-163', 'R200-10-164', 'R200-10-165', 'R200-10-166', 'R200-10-167', 'R200-10-168', 'R200-10-169', 'R200-10-170', 'R200-10-171', 'R200-10-172', 'R200-10-173', 'R200-10-174', 'R200-10-175', 'R200-10-176', 'R200-10-177', 'R200-10-178', 'R200-10-179', 'R200-10-180', 'R200-10-181', 'R200-10-182', 'R200-10-183', 'R200-10-184', 'R200-10-185', 'R200-10-186', 'R200-10-187', 'R200-10-188', 'R200-10-189', 'R200-10-190', 'R200-10-191', 'R200-10-192', 'R200-10-193', 'R200-10-194', 'R200-10-195', 'R200-10-196', 'R200-10-197', 'R200-10-198', 'R200-10-199', 'R200-10-200', 'R200-10-201', 'R200-10-202', 'R200-10-203', 'R200-10-204', 'R200-10-205', 'R200-10-206', 'R200-10-207', 'R200-10-208', 'R200-10-209', 'R200-10-210', 'R200-10-211', 'R200-10-212', 'R200-10-213', 'R200-10-214', 'R200-10-215', 'R200-10-216', 'R200-10-217', 'R200-10-218', 'R200-10-219', 'R200-10-220', 'R200-10-221', 'R200-10-222', 'R200-10-223', 'R200-10-224', 'R200-10-225', 'R200-10-226', 'R200-10-227', 'R200-10-228', 'R200-10-229', 'R200-10-230', 'R200-10-231', 'R200-10-232', 'R200-10-233', 'R200-10-234', 'R200-10-235', 'R200-10-236', 'R200-10-237', 'R200-10-238', 'R200-10-239', 'R200-10-240', 'R200-10-241', 'R200-10-242', 'R200-10-243', 'R200-10-244', 'R200-10-245', 'R200-10-246', 'R200-10-247', 'R200-10-248', 'R200-10-249', 'R200-10-250', 'R200-10-251', 'R200-10-252', 'R200-10-253', 'R200-10-254', 'R200-10-255', 'R200-10-256', 'R200-10-257', 'R200-10-258', 'R200-10-259', 'R200-10-260', 'R200-10-261', 'R200-10-262', 'R200-10-263', 'R200-10-264', 'R200-10-265', 'R200-10-266', 'R200-10-267', 'R200-10-268', 'R200-10-269', 'R200-10-270', 'R200-10-271', 'R200-10-272', 'R200-10-273', 'R200-10-274', 'R200-10-275', 'R200-10-276', 'R200-10-277', 'R200-10-278', 'R200-10-279', 'R200-10-280', 'R200-10-281', 'R200-10-282', 'R200-10-283', 'R200-10-284', 'R200-10-285', 'R200-10-286', 'R200-10-287', 'R200-10-288', 'R200-10-289', 'R200-10-290', 'R200-10-291', 'R200-10-292', 'R200-10-293', 'R200-10-294', 'R200-10-295', 'R200-10-296', 'R200-10-297', 'R200-10-298', 'R200-10-299', 'R200-10-300', 'R200-10-301', 'R200-10-302', 'R200-10-303', 'R200-10-304', 'R200-10-305', 'R200-10-306', 'R200-10-307', 'R200-10-308', 'R200-10-309', 'R200-10-310', 'R2



The screenshot displays the MV\_LAB 2.0 web application. The interface features a top navigation bar with links for 'Dashboard', 'About', 'Help', and 'Logout'. Below the navigation bar is a Google map showing a world view with a red location pin. The main content area is titled 'MV\_LAB 2.0' and contains a sidebar with 'Equipment' and 'About statistics'. The main panel shows a table of equipment with columns for 'Equipment', 'Functional', and 'Operational'. A modal window titled 'DRU No Connectors' is open, displaying a 'Step 1' section with instructions to check the connection between DCU (VIR-3010) and DRU (VIR-5020). It shows a file named 'VIR20H\_30101.pdf' and a 'Check the connection' button.

Achieve cost reduction and efficiency gains, thanks to a powerful and comprehensive troubleshooting solution.

[illegible]

In case further support is needed, ticketing functionality is available through the HermAce portal, this function helps keep the record of events occurring inside the portal and strengthen the communication with Furuno's support team.





## HermAce

Companies relating to the Industrial IoT (IIoT) are investing to develop solutions to manage a large amount of data, quickly and in real time.

Furuno's equipment can be interconnected to create a "Furuno Sensor Network", and HermAce is integrated into this Network.

Through this centrally integrated connection, HermAce can monitor critical system data pertaining to the vessel's equipment which is collected through a smart device positioned onboard the vessel and transferred via the ships' satellite communication system to secured data centers.

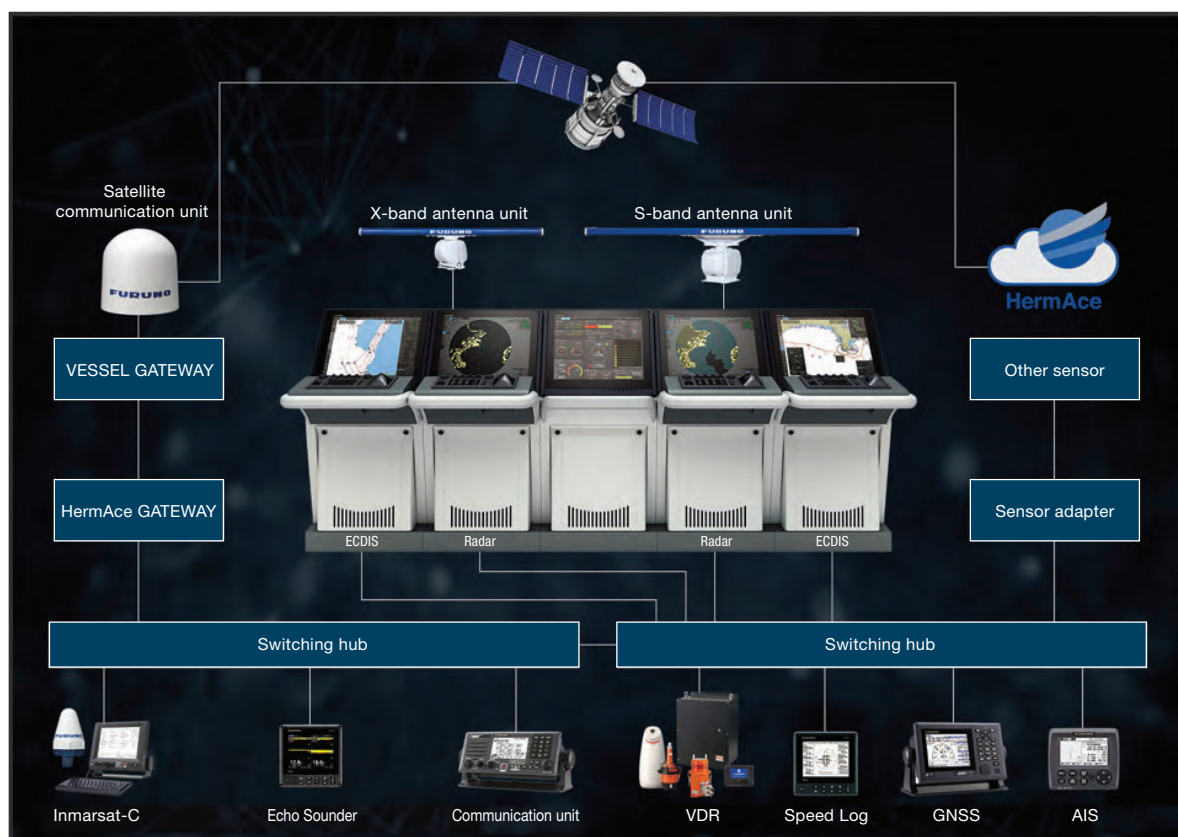


## World's First "Digital Twin Ready" Certification Awarded to FURUNO

The first LR validated Digital Health Management (DHM) provider capable of developing, deploying, monitoring and maintaining a reliable digital twin - virtual reproduction of vessel equipment.

This certification provides proof of quality and dependability - that a developer can produce safe, consistent, and reliable digital twins and advance monitoring algorithms to allow shipping companies to operate with less cost of maintenance, unscheduled repairs and with certainty of performance.

## Interconnection Diagram



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