

Key Benefits

- Faster troubleshooting and resolution of alarms or performance issues.
- Reduced downtime and improved availability of shore power and switchboards.
- Lower service and travel costs by resolving many issues remotely.
- Factory-level support during commissioning and vessel operation.
- Owner-controlled access with clear procedures for when remote access is enabled.

Atlas Remote VPN Access

Secure Remote Diagnostics for ShorPOWER® Converters and TecPOWER® Switchboards

Atlas Remote VPN Access provides secure, encrypted remote connectivity between Atlas Marine Systems' service team and your onboard ShorPOWER® converters and TecPOWER® switchboards. Using a VPN gateway and a cloud-based portal, our certified service technicians can monitor real-time operating data, review alarms and event logs, and assist with configuration and troubleshooting - without needing to be physically onboard. This reduces downtime, speeds up problem resolution, and lowers service costs, while maintaining strict cyber security controls and owner-approved access procedures.

How It Works

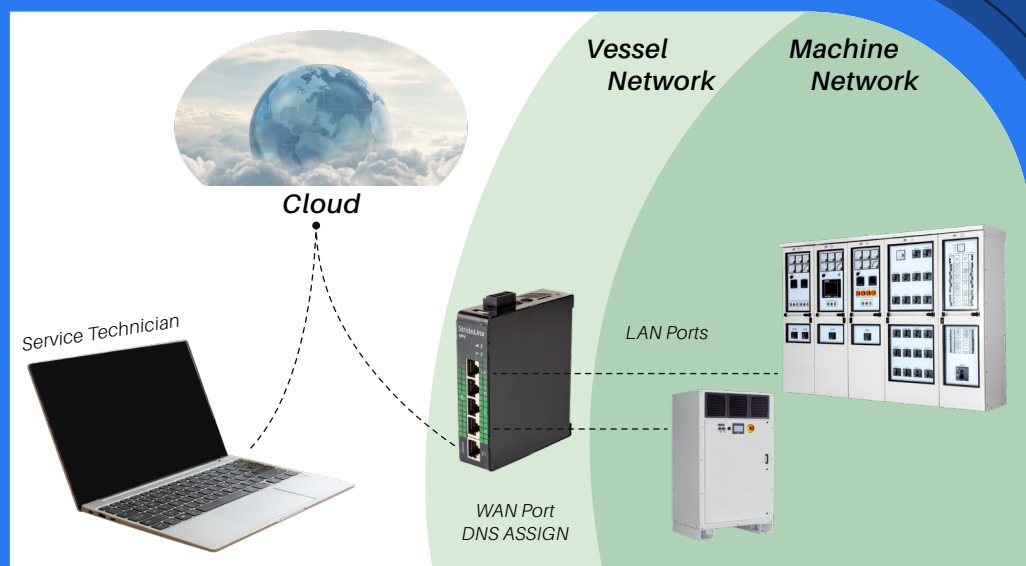
Equipment: The ShorPOWER® converters and TecPOWER® switchboards are connected to each other and to an industrial VPN router provided inside the Atlas equipment. The VPN gateway router is connected via Ethernet to the yacht's Network.

Secure Outbound Connection: The gateway establishes an encrypted, outbound VPN tunnel to a secure cloud portal, no inbound ports into the vessel network are required.

Authorized Remote Session: With owner or captain approval, Atlas technicians log in through multi-factor authentication, and begin a remote diagnostic session.

Remote Monitoring & Diagnostics: Atlas can view real-time operating data, alarms, and event logs, and can assist with configuration checks and guided troubleshooting.

Session Closure and Audit: When support is complete, the remote session is closed. Access can be disabled at the gateway or per vessel IT policy at any time.





Cyber Security and Access Control

Outbound-Only Traffic: All VPN connections are initiated from the vessel; no open inbound ports from the internet.

End-to-End Encryption: All data between the onboard gateway and the cloud platform is encrypted using modern VPN protocols.

Strong authentication: Atlas technicians use unique accounts and multi-factor authentication to access the portal.

Granular Permissions: Default mode is read-only monitoring; any write access or parameter changes require explicit approval.

IT policy alignment: The solution can be integrated with vessel network segmentation and cyber-security policies and can be powered down or isolated when remote access is not permitted.



MORE INFORMATION

Please contact Atlas Marine Systems or your local authorized Atlas service partner to discuss enabling Remote VPN Access on your vessel.

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Typical Use Cases

New Build Commissioning: Support for shipyard teams during dock trials and sea trials to verify performance and configuration.

Operational Support in Remote Areas: Rapid diagnosis of issues when local service is difficult or delayed.

Preventive Health Checks: Periodic remote review of alarms, temperatures, and loading patterns to catch issues early.

Warranty and Post-Warranty Support: Faster root-cause analysis and accurate parts recommendations.

Technical / Installation Requirements



Onboard Equipment: Atlas ShorPOWER® converters and/or TecPOWER® switchboards with Ethernet connectivity.

VPN Gateway Hardware: Atlas VPN router, with Ethernet ports for Atlas equipment and the vessel network.

Network and Internet: Internet access provided via satellite, 4G/5G, VSAT, marina Wi-Fi, or fixed line, with outbound VPN traffic allowed by vessel IT.

Owner/Operator Approvals: Clear policies defining when remote access is enabled and who authorizes sessions.

Atlas Marine Systems can provide the complete Remote VPN Access solution as part of a new build, refit, or retrofit scope. Our team will supply

recommended hardware, configuration guidelines, and support during commissioning. Once enabled, Atlas factory technicians and authorized service centers can use the system to deliver faster, more accurate support for your ShorPOWER® and TecPOWER® equipment throughout the life of the vessel.