

ZEISER VIRTUAL PILOT

ZEISER support is guaranteed for you and your ZEISER equipment, even when onsite access of our experts is not possible!

The ZEISER VIRTUAL PILOT is a remote access tool that utilizes augmented and virtual reality. This technology opens a wide range of capability for support services including installation-, troubleshooting, training, and routine maintenance.

The Key Features

SECURE

- The most secure solution in the market
- Globally approved for data critical infrastructure

RELIABLE

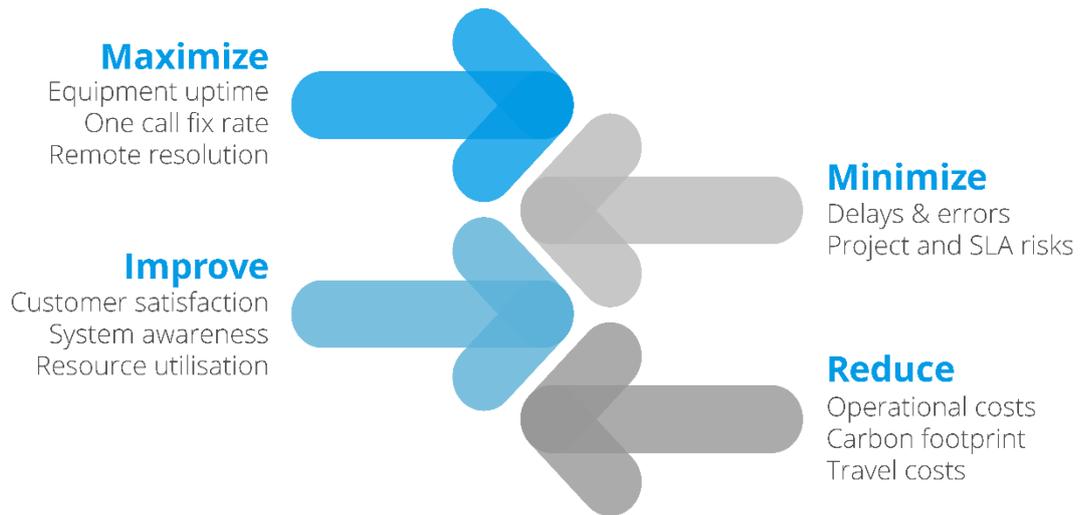
- Works in any network from 4G to satellite
- Guaranteed image quality in low bandwidth

SIMPLE

- Easy to use on phones, tablets, PCs, and smart glasses

The Benefits

Intelligent and innovative service combined with optimized workflow processes guarantees close collaboration with the customer.



Sample Print Screen of a Support Session:



App & Data Security

- Account authentication of new devices is with an authenticated SMS with a 5-digit code (cryptographically strong random number generator with a 10^5 combination)
- Local storage protection in two ways (credentials file is encrypted by AES-256 encryption and second the password which is automatically generated out of approx. 10^{53} combinations in compliance with FIPS 140-2.
- The communication channel security is organized by a Transport Layer Security (TLS) over port 443. The TLS security certificate uses RSA keys with a 2048-bit modulus and SHA-256 hash.
- Virtual Private Cloud (VPC), the external inbound connection is strictly TLS/443, which is routed through a single point of access (Elastic Load Balancer). "Inter-Region VPC peering encrypts inter-region traffic, which always stays on the global AWS backbone and never traverses the public internet, thereby reducing threat vectors, such as common exploits and DDoS attacks."
- ISO 27001 standard, Authentication information (password) is stored on the server salted and hashed (SHA2-512)
- Single standard port 443
- Apache Tomcat web server with cryptographic subsystem implemented through OpenSSL
- Layer 1 DDoS protection, Elastic load balancer