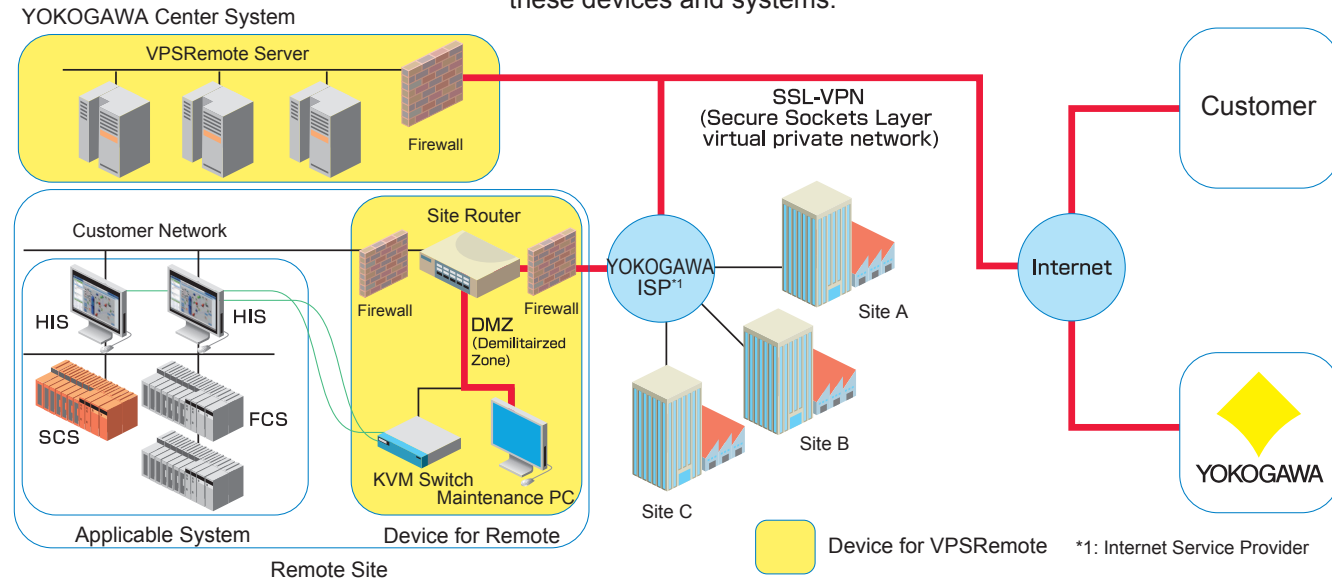


VPSRemote Configuration

The VPSRemote is configured with devices installed at the customer site for remote operation and linked to the secure YOKOGAWA Center System, which provides a safe network communication environment to connect these devices and systems.



High-tech Security Measures

Stringent access control

- The connection to the customer's system is limited to the Internet domain only for VPSRemote. It cannot be accessed from the other domains.
- The firewall of VPSRemote is extremely powerful and safe because all the communication ports for accessing the internal network from the Internet are closed. Accessing from an outside network is not allowed.
- Inside of the firewall, the system rejects all access from ping sweeps or port scans from the Internet. Therefore, it makes it difficult for hackers to target the system for unauthorized access, which significantly reduces risk.

Secure encryption communication

- The communication connection with customers utilize SSL-VPN (Secure Socket Layer Virtual Private Network). Since communication data is strictly protected and managed by authentication or encryption, there is no risk such as interference, disclosure, sniffing, and spoofing.

Safe and foolproof user authentication

- In order to clarify the identity of the access user, the originator IP address is registered in advance in the user management system, which prevents unauthorized third person access.
- A one-time password is used for user authentication. A one-time password is valid for only one login session or transaction. After it is automatically issued to the user, it can only be used by that person. This minimizes the risk of a password being stolen, and avoids the risk of abuse.

Security by access monitoring

- In order to detect an unauthorized access from hackers early on and to take effective measures against the problem, YOKOGAWA has established the 24/7 access monitoring system operated by security experts. If the system is attacked by hackers, the entire network is shut down and any potential damage is minimized.

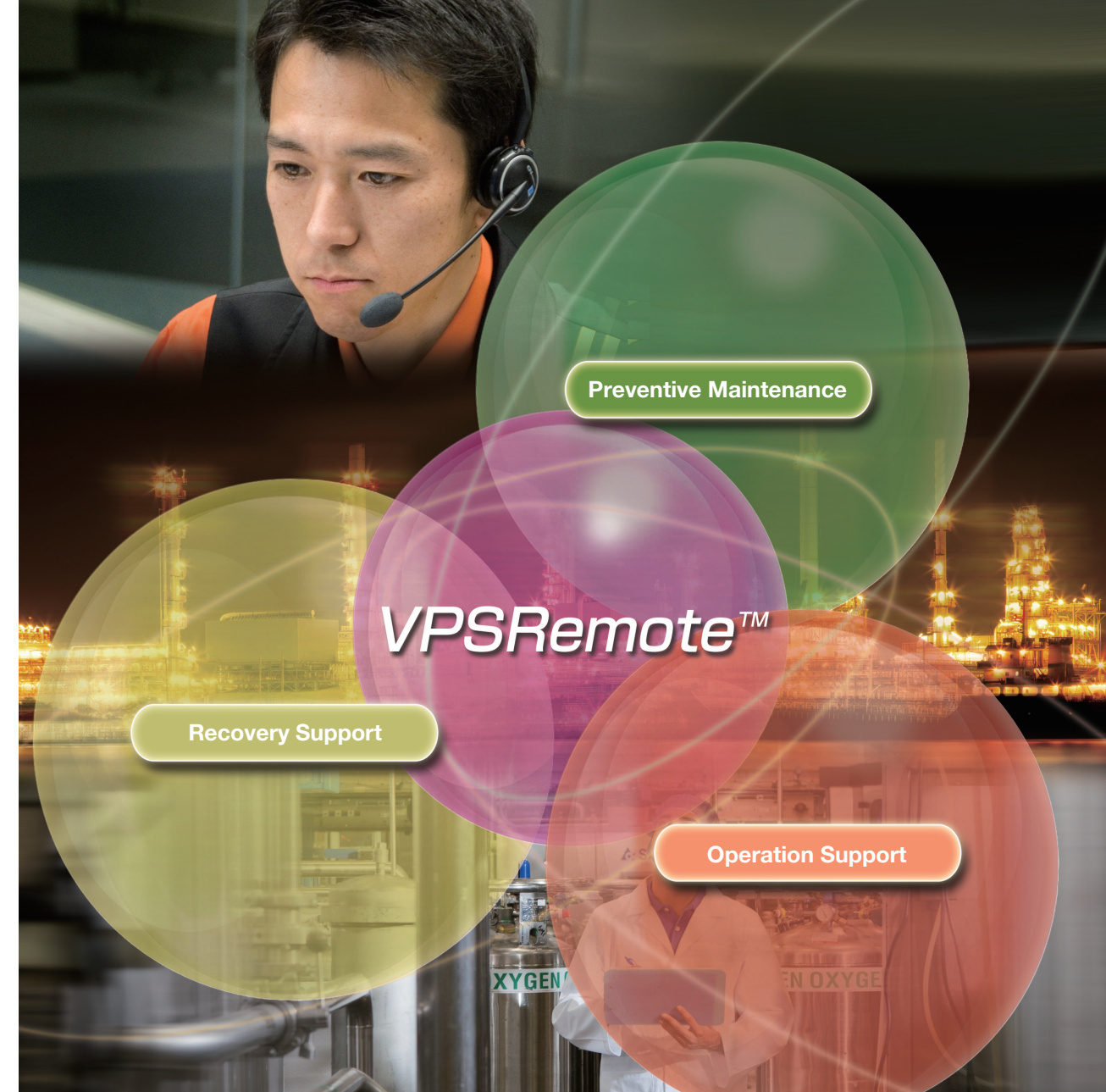
VPSRemote/Remote Solution Service is a part of the Lifecycle Agreement that helps customers maintain stable operation of their systems.

VPSRemote is a registered trademark of Yokogawa Electric Corporation. All other company names and product names that appear in this document are trademarks or registered trademarks of the respective companies.

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Represented by:



VPSRemote™ Remote Solution



VPSRemote™ - By reducing distance and time, issues related to operation and maintenance are resolved.

YOKOGAWA provides high-speed connection to the customer's system.
With the highly secure VPSRemote system, we firmly support our customer's maintenance operations.



Recovery Support

By reducing time, efficient maintenance is achieved

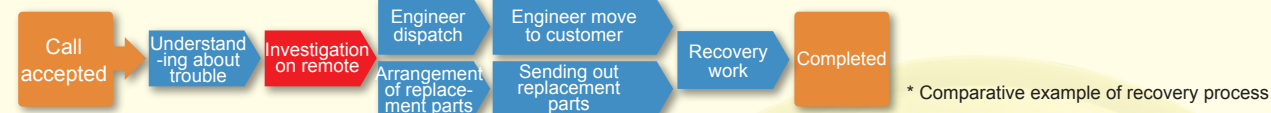
Remote Maintenance Service

This service allows us to remotely connect to the customer's system in order to gather critical trouble information and to carry out the necessary troubleshooting measures. Since it is possible to advance an investigation before the arrival of an engineer, YOKOGAWA reduces the lead time required for troubleshooting.

Without VPSRemote

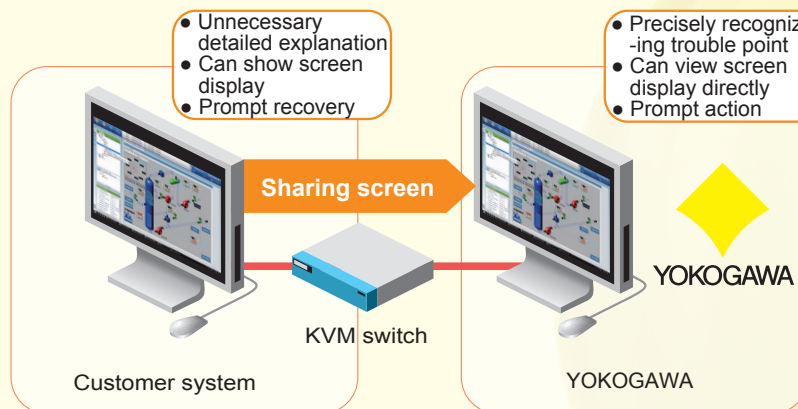


With VPSRemote



Recovery Support

Precisely recognizing trouble points by sharing the same screen



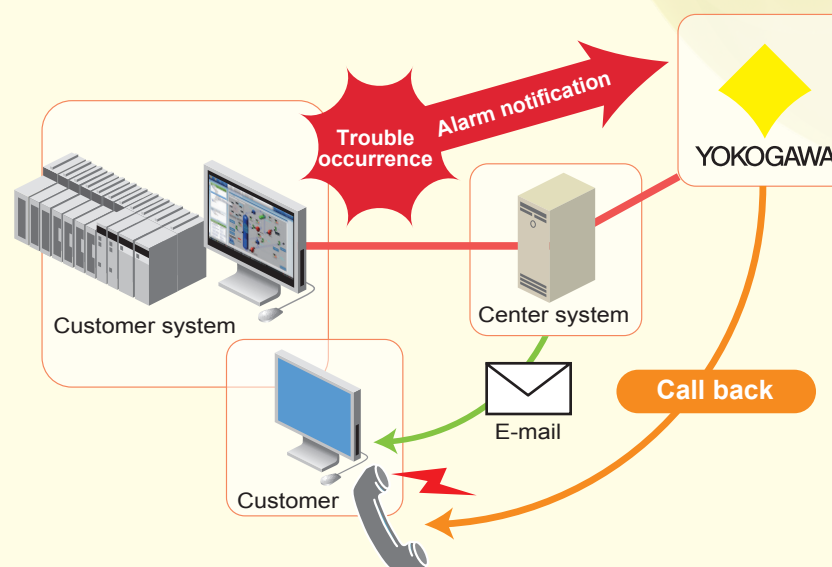
KVM Recovery Support Service

By using the KVM switch*, a YOKOGAWA service personnel can help support the customer's recovery process by sharing the same screen. Also, YOKOGAWA can respond to trouble indicated on the screen display or with the software.

* The KVM switch allows remote sharing of Keyboard, Video and Mouse.

Recovery Support

YOKOGAWA supports first action against any trouble occurrences



Alarm Notification Service

When YOKOGAWA receives an alarm, a notification e-mail is automatically sent to the e-mail address registered in advance.

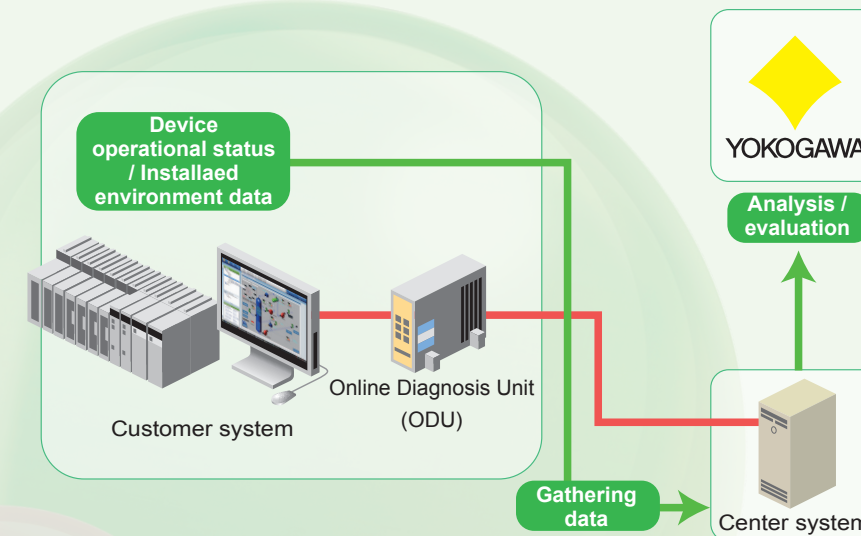
* This service is provided on System Monitoring service.

Call Back Support

When receiving an alarm, YOKOGAWA calls the customer directly to confirm whether maintenance service is required.

Preventive Maintenance

Analyzing operation data, and preventing trouble in advance



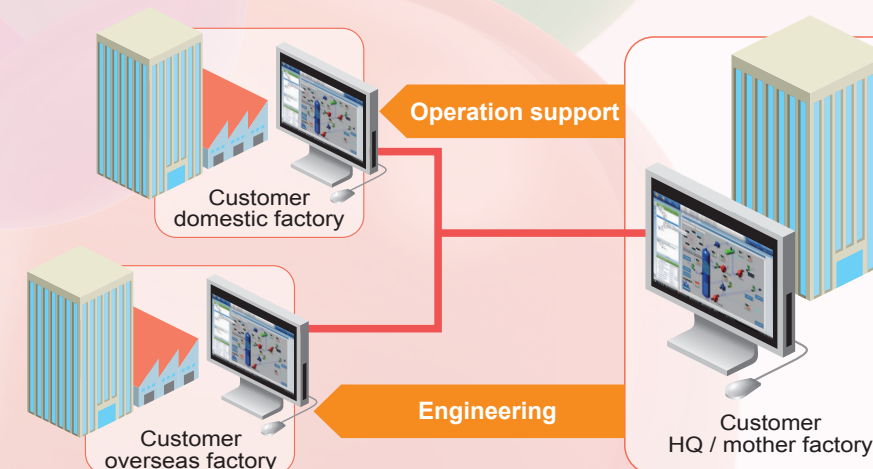
System Monitoring Service

Installation Environment Monitoring Service

By gathering maintenance and environmental information, YOKOGAWA can check the symptoms of any trouble factors. The gathered data is analyzed and evaluated, and is periodically submitted as a report. This report can be utilized for maintenance planning throughout the system's lifecycle.

Operation Support

Operation or engineering is possible by remotely connecting to system



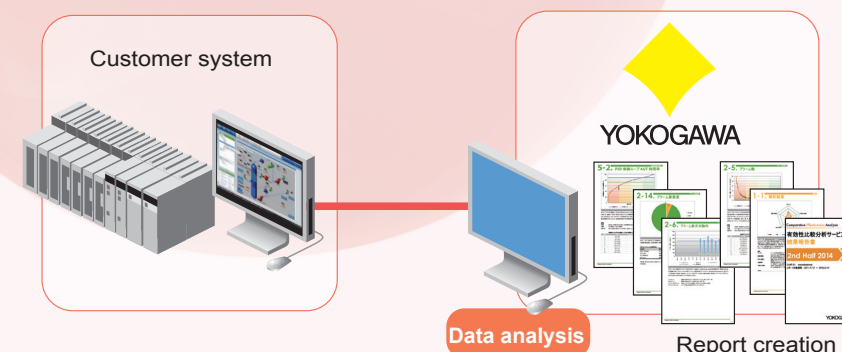
Remote Operation

Through the VPSRemote infrastructure, a confirmation of its operation status or engineering can be carried out from the customer HQ or mother factory. Remote operation has a direct impact such as reducing the lead time of administrative support, reduction of travel expenses to remote locations or cutting man-hour costs.

* For a user to access the system, a "Remote Extension Connection Service" contract must be concluded and mutual consent with regards access are required.

Operation Support

Gathering and analyzing operation data on-line



Comparative Effectiveness Analyze

By connecting the customer and YOKOGAWA with VPSRemote, service convenience is greatly enhanced. Since the data gathering can be carried out on-line, it becomes possible to find and improve operational problems earlier than usual.