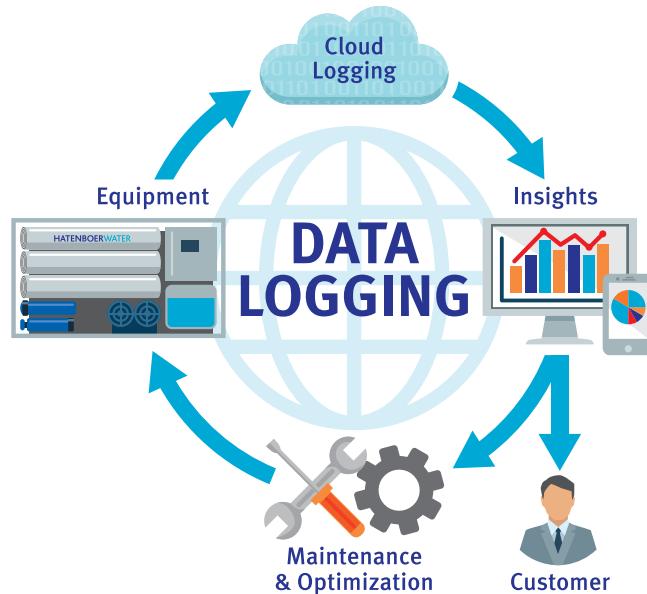


# HORIZON DIGITAL SERVICES

HORIZON Digital Services is Hatenboer-Water's advanced cloud-based platform designed to remotely monitor and manage Reverse Osmosis (RO) systems. This digital solution empowers users with real-time insights, operational efficiency, and peace of mind—anytime, anywhere.



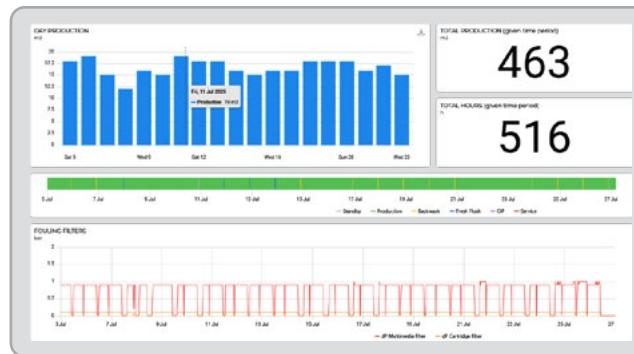
With this, we deliver a high value service to our customers through key features of HORIZON, which infrastructure is based on products from IXON.

## Why HORIZON in your RO system?

- Minimized downtime and maximized uptime.
- Reduced need for on-site technicians.
- Lower maintenance and repair costs.
- Enhanced ROI through predictive maintenance.
- Real-time troubleshooting and remote optimization.
- Efficient commissioning support.
- Elimination of manual log data transfer.

## Key Features

- **Insightful Monitoring:** Access your RO system through a private portal with reports and a graphic dashboard.
- **Remote Access:** Monitor your RO system via secure VPN and 2FA from any device—mobile or desktop (Worldwide).
- **Support and Updates:** Receive process support, software updates, and troubleshooting.
- **Performance Visualization:** Continuously visualize performance data in a live and historical dashboard.
- **Simple Connection Requirements:** Customer only needs to provide an ethernet cable or WiFi connection to establish the online connection.



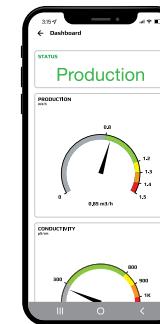
### Subscription options

- **Standard:** A one-year subscription to the cloud-based service is included by default, starting after commissioning.
- **Premium:** Extend the service with quarterly graphic reports based on previous quarter operational data, including consultancy and advice on the RO system performance.

The subscriptions stop automatically after 1 year. Extension in good consultation.

## Cybersecurity & Compliance

- **VPN & Firewall:** IXrouter with built-in firewall and VPN access.
- **RBAC & 2FA:** Role-based access control and enforced two-factor authentication.
- **IXON who host the portal and create the hardware are certified for below and align with Cyber Resilience ACT (CRA):**
  - IEC 62443-4-1 & 4-2 (Secure Development & Components)
  - ISO 9001 (Quality Management)
  - ISO 27001 (Information Security)
  - ISO 27017 (Cloud Security)
  - ISO 27701 (Privacy Management)



**HATENBOERWATER**  
*Fresh in water since 1906.*

## More information

Check the product on our website  
<https://www.hatenboer-water.com/services/horizon-remote-services/>  
[services@hatenboer-water.com](mailto:services@hatenboer-water.com)