



**Enabling secure real-time
frontline remote support
for mission critical
operations at SECRET**



REMOTESPARK 



User Problem Statements



We don't have access to specialists when we are in a remote location.

We have no way of keeping our data secure and in the UK.

Flying a specialist out to solve an issue is slow and expensive.



We need to find a way of reducing our extended repair downtime in critical operational environments.

Solutions to problems need to be handled quickly and within a defined budget.

We need to retain our experts, but extensive travel is no longer sustainable or desirable for them.

Service Overview

The Prolinx and Kognitiv Spark integrated solution gives frontline teams instant access to expert support without compromising security. Through secure, hands-free Augmented Reality remote assistance with RemoteSpark, authorised personnel can see, share and solve problems in real time, even in the most sensitive and critically demanding environments.

Delivered inside Prolinx's UK Sovereign, SECRET-assured Fortress Red environment, the solution enables teams to collaborate in real-time with the assurance that all operational data stays protected, compliant and under UK control. RemoteSpark is deployed as a fully assured application, removing the friction and risk typically associated with advanced digital collaboration tools.

For users, this means faster task completion, fewer delays and greater resilience. Organisations can cut costly travel, reduce dependence on scarce on-site specialists and keep critical operations running smoothly whether teams are dispersed, operating at pace, or working under the highest security constraints.



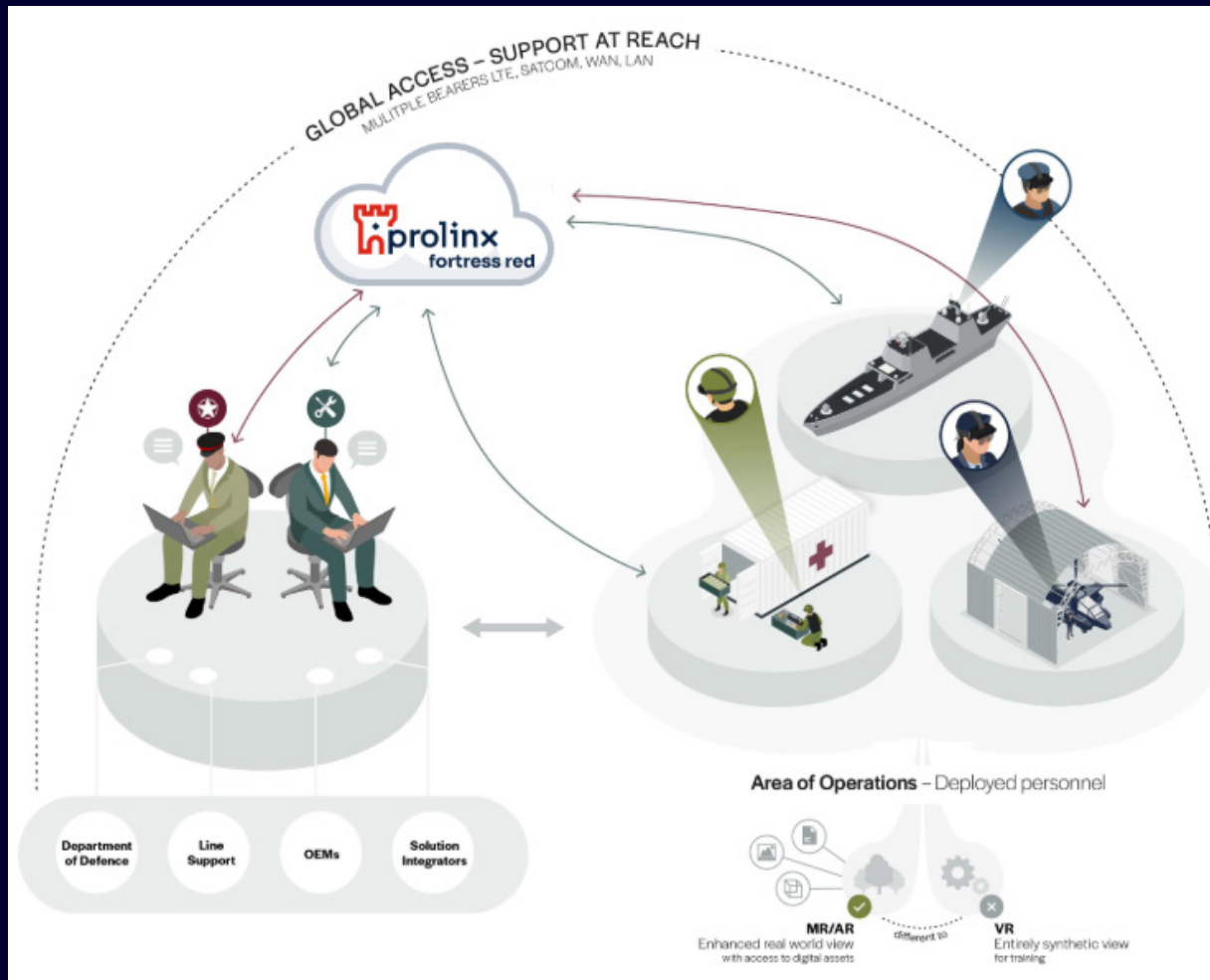
KOGNITIV
SPARK



Service Description & Benefits of RemoteSpark

REMOTESPARK

This tried and tested service enables frontline personnel to maintain operational tempo in critically demanding conditions through real-time, secure, hands-free Augmented Reality collaboration with authorised experts therefore reducing risk, preventing delay and ensuring accurate task execution under pressure.



RemoteSpark provides application-level functionality to:

- Initiate secure live remote support sessions.
- Share live video and images from front-line environments.
- Receive real-time visual guidance and instruction.
- Capture photos and video recordings of operational activities.
- Retain captured operational content for authorised review and reuse.

RemoteSpark is deployed and consumed entirely within the Fortress Red environment, inheriting the platform's defence-grade security, monitoring and compliance controls. All application usage is subject to the access, identity and assurance policies enforced by Fortress Red.

Benefits of **Fortress Red** at **SECRET**

- Assured UK Data Sovereignty and Secure-By-Design.
- Bring your own applications.
- Cross-Domain capability to manage multiple classifications.
- End-to-End Security and Compliance.
- Seamless and positive end user experience.
- Cost and transparency control.
- Faster time to market.
- Lowering barriers of entry to the Defence market.
- Flexible service model.
- Improved project team productivity.
- Supports rapid prototyping and innovation.
- Continuous monitoring and reporting on service health.
- Future-proofed capability.
- UK controlled operations.
- Multi-level security access.
- Interoperability across Defence and Industry.
- Business continuity and resilience.
- Predictable commercial model.
- Secure remote working.
- Proven supply-chain assurance.



**KOGNITIV
SPARK**



Intended Users

The service is intended for:

- UK Defence and National Security organisations
- Central government and public sector bodies
- Approved industry partners and supply-chain organisations operating within SECRET-assured environments

Typical users include: frontline technicians, engineers, maintainers, soldiers, aviators, sailors, and subject matter experts supporting operational and mission-critical activities.

Service Delivery Model

The service is delivered by deploying RemoteSpark as an assured application within Prolinx's Fortress Red UK Sovereign cloud platform.

Key delivery characteristics include:

- Hosting within UK-managed, UK-sovereign infrastructure
- Logical separation of customer environments
- Secure access enforced through Fortress Red identity and workspace policies
- Scalable deployment to support distributed teams and operational demands

The service is suitable for deployment in operationally constrained and low-bandwidth environments, subject to customer network availability and policy.



Prolinx on a Page

27 Years Of Experience

Over two decades of experience delivering secure cloud solutions.

100% UK Sovereign

A British-owned SME with assured UK sovereign data centres delivered by a highly-skilled, security cleared UK workforce.

24/7 Support

Continuous support (NOC & SOC) for our Red Services.



National Cyber Security Centre
a part of GCHQ

Prolinx are industry leading experts at delivering innovative cloud solutions to Defence, National Security sectors and their partners where seamless connectivity and collaboration is the key to enabling secure data driven success.

Our digital solutions protect your data in our trusted hosting environments while supporting your projects and business objectives by providing assured, secure, UK Sovereign cloud to your organisation and partners.

We have a fully assured workforce and offer engineering excellence delivered by our skilled and empowered workforce in transparent partnership with our clients.

Prolinx already supports industry partners and their supply chains by securely protecting their data achieving information advantage in mission critical projects.



www.prolinx.co.uk



Kognitiv Spark on a Page

We specialise in developing secure and reliable connected worker solutions that empower industrial workforces worldwide to achieve more by bringing remote expertise to the point of need.

Our goal is to help workforces achieve more, operate with confidence and solve issues quickly, safely and accurately.

Our team has deep expertise in:



Industrial
Manufacturing



Naval &
Marine



Oil, Gas &
Utilities



Aerospace &
Defence

