



REACT

Remote Engineer Asset Collaboration Tool

Connecting field technicians with remote experts in real time.
Secure. Intelligent. Built for critical operations.

Real-Time

Collaboration

AES-256

Encrypted

ISO 27001

Assessed

Web + Mobile

Platform

Built for the Front Line.

REACT was designed for environments where downtime is costly and distance is a barrier. It puts expert knowledge in every field technician's hands — instantly.

Remote Video Collaboration

High-quality, low-latency video calls between field and office.

AI-Powered Diagnostics

Intelligent fault analysis surfaced directly in the workflow.

Offline-First Architecture

Works in low-connectivity environments with automatic sync.

Role-Based Access

TECHNICIAN and REMOTE_EXPERT roles with scoped permissions.

AES-256 Encrypted Storage

Field data and decisions encrypted at rest and in transit.

Audit Trail

Every action logged with user identity, timestamp, and outcome.



Real-Time Remote Collaboration

- **Live Video & Audio**

Full-duplex, secure WebRTC sessions between field and office.

- **Shared Session Context**

Both parties see the same work order, asset details, and diagnostic data simultaneously.

- **Collaboration Decisions**

Remote experts can submit decisions that are confirmed, stored, and encrypted in the field session record.

- **Message Threading**

Persistent message history tied to each collaboration session, with full audit trail.

Offline-First Sync

All collaboration data is queued locally in an AES-256-GCM encrypted IndexedDB store when connectivity is unavailable, then automatically reconciled when the connection is restored.

AI-Powered Diagnostics

Embedded diagnostic intelligence analyses equipment faults and surfaces resolution guidance — directly inside the REACT workflow.



Fault Classification

Automatic categorisation of failure modes against equipment history and sensor readings.

Resolution Guidance

Step-by-step remediation recommendations pushed to the technician's device.

Expert Confirmation

Remote engineers can review, modify, and confirm AI diagnostic outputs before action is taken.

Encrypted Storage

All diagnostic results are AES-256-GCM encrypted before being written to the database.

"The right answer, in the right hands, at the right moment."

MOBILE

Field-Ready Mobile App

The REACT mobile app brings the full platform to iOS and Android — purpose-built for the field environment.

- **Expo / React Native**

Cross-platform: iOS, Android, and web from a single codebase.

- **Secure Token Storage**

Auth tokens stored in the device OS keychain via expo-secure-store.

- **Work Order Management**

View, accept, and update work orders with status sync to the cloud.

- **Camera Integration**

Capture photos and video directly into collaboration sessions.

- **Offline Queue**

AES-256-GCM encrypted local queue — syncs automatically on reconnect.

- **Push-Ready Architecture**

Structured for push notification integration in future releases.

AVAILABLE ON iOS · Android · Web



ISO 27001:2022

All 19 Findings Resolved
Posture: LOW RISK

SECURITY & COMPLIANCE

Enterprise-Grade Security

REACT was built with ISO 27001:2022 as the security baseline. Every layer of the stack has been assessed and hardened.

Authentication

Replit Auth OIDC/PKCE — no passwords stored in the application.

Authorisation

requireAuth middleware gates every protected API endpoint.

Data Encryption

AES-256-GCM at rest (DB fields + IndexedDB); TLS in transit.

Security Headers

helmet() — CSP, HSTS, X-Content-Type-Options, Referrer-Policy.

Rate Limiting

200 req/min global; 15 req/min on compute-intensive endpoints.

Audit Logging

Structured react-audit log stream for every security-relevant event.

Dependency Scanning

pnpm audit --audit-level=high gate passes with 0 high CVEs.

Streamlined Field Workflows

How REACT Works

01

Work Order Assigned

A work order is created and pushed to the field technician's device.

02

Collaboration Initiated

The technician requests a remote expert, starting a secure video session.

03

AI Diagnostics Run

Fault data is analysed and guidance is surfaced inside the session.

04

Decision Confirmed

The remote expert reviews, confirms, and signs off on the remediation.

05

Work Order Closed

The technician closes the order; all data is synced and encrypted.

Ready to Connect Your Field Operations?

REACT brings your remote experts and field technicians together in one secure, intelligent platform — on any device, anywhere.

Real-Time Video

AI Diagnostics

Offline Sync

AES-256 Encrypted

ISO 27001 Assessed

Web + Mobile