



## Marine Services

The Service Contract Concept gives the flexibility to customize agreements, for individual customer and vessel needs

# Service levels designed for peace of mind and predictable costs

The key to providing world-class service is to respond quickly and provide better solutions than can be found elsewhere. ABB provides a full range of reliable maintenance and other services to keep your operations running smoothly.

## Services built for your business

The ABB Marine service contract brings you several important and valuable benefits, such as consistent system availability, a predictable maintenance budget, and easier long-term management of maintenance costs. Thanks to its modular and customizable structure, the service contract easily adapts to your specific requirements and evolves with your business. The global reach of the ABB Marine service network ensures that the services are available wherever and whenever they are needed.

## Optimal contract coverage

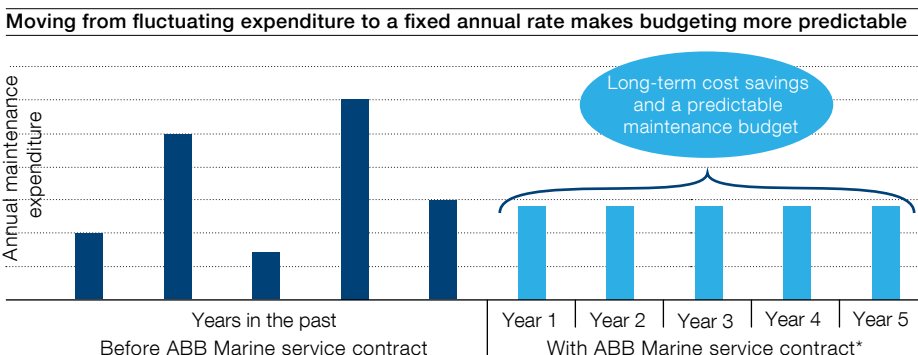
What is most important for your field of business – cost-efficient and quick response, preventive maintenance, long-term performance optimization, or some

other service? We assist with a solution that brings peace of mind, meets your needs, and ensures cost-efficiency in your operations.

Because the ABB Marine service contract can be designed business-specifically, it helps your investments produce the maximum benefits for operations and competitiveness.

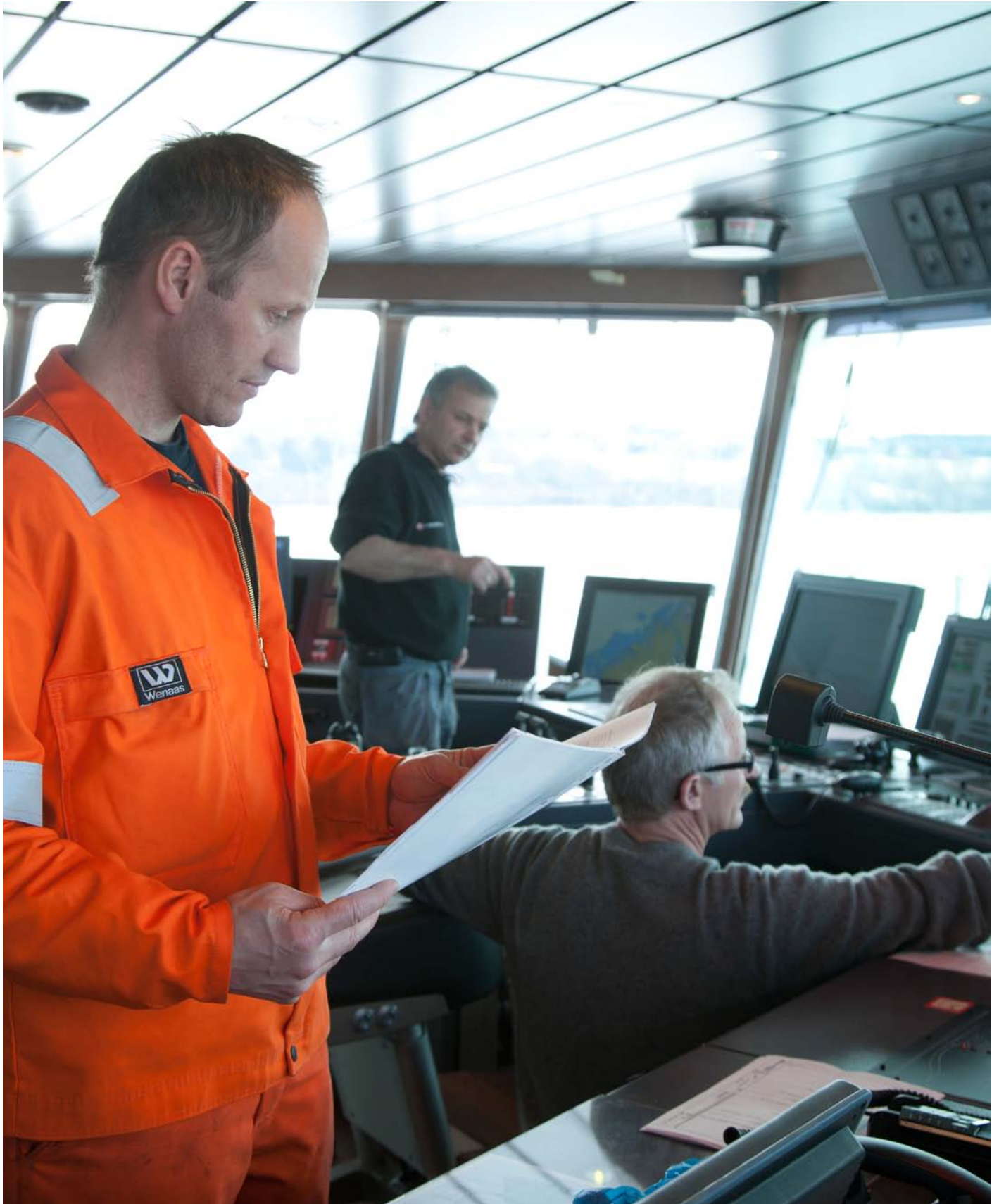
From three service levels, choose the one that fits your needs best: the Priority Support™ level, Preventive Service™ level, or Performance Optimization™ level. Optional services further tune the services to your particular business needs.

Common to all service contracts is our close cooperation with the customer, who will benefit from having predictable maintenance costs and from sharing maintenance responsibilities with a highly qualified partner.



\* Preventive Service and Performance Optimization contracts.

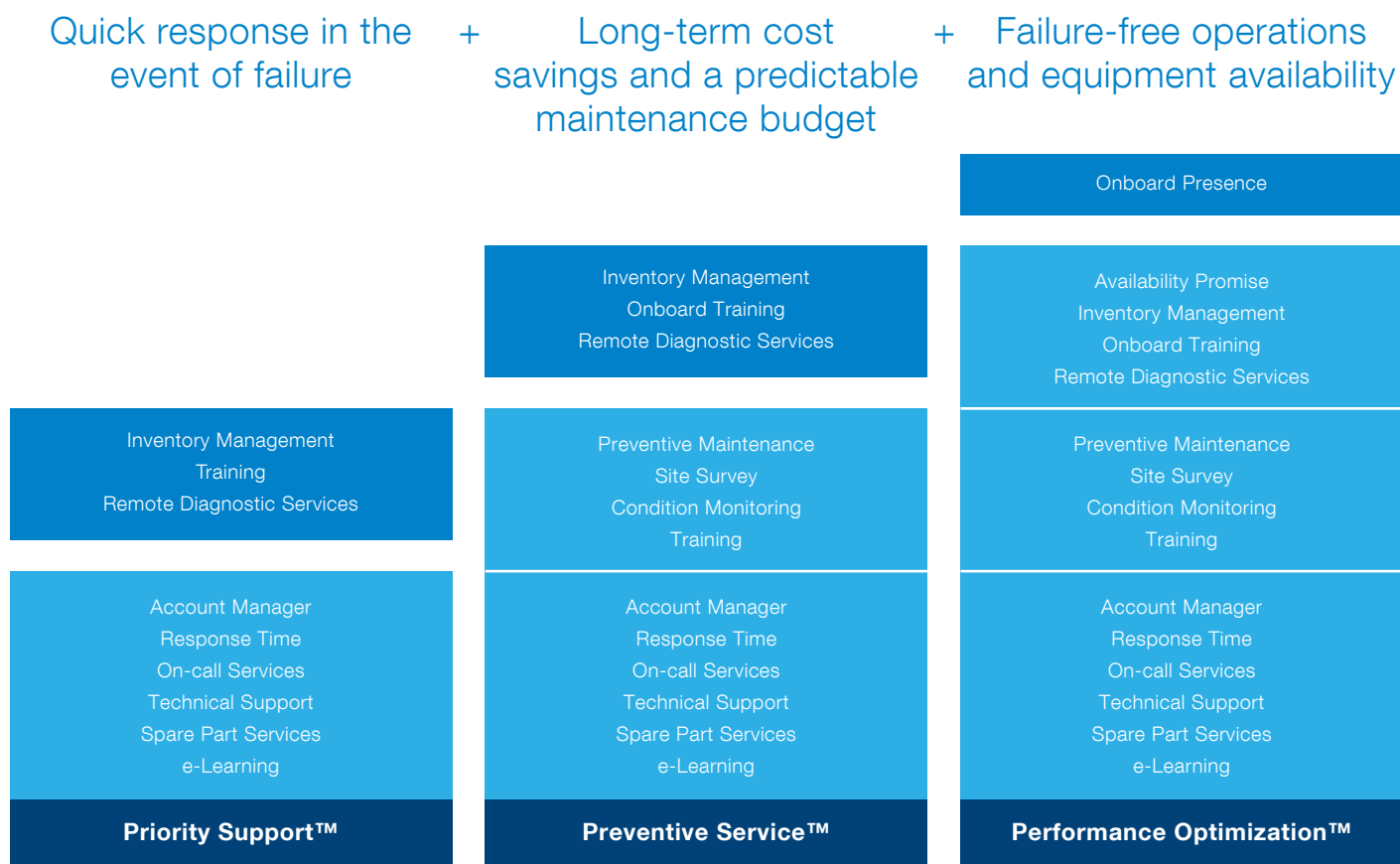
Availability of ABB's qualified service personnel worldwide, ensuring consistently high standards of maintenance at major ports



Professionals responding quickly to service requests and minimizing the downtime of your equipment



# Three contract levels, responding to different customer needs



The contract levels can be customized through optional services, such as Training, Remote Diagnostic Services, Onboard Presence, and Inventory Management.

The Priority Support™ service is a perfect solution for customers who are seeking a cost-effective service solution and require dedicated account management as well as rapid response in the event of an equipment failure. It provides priority access to ABB's 24/7 technical support and spare-part services. Agreed response times ensure that ABB provide contract customers with special attention when the prioritized support is needed. An e-Learning package enhances basic product knowledge and creates a solid base for self-service maintenance and repair strategies, improving crew competence, which is a key factor in smooth and safe sailing.

The Preventive Service™ level picks up from Priority Support™ service. It includes preventive maintenance aimed at increased reliability and extended equipment life through scheduled maintenance procedures. Maintenance visits are scheduled for times when they least disturb the customer's operations. A long-term approach to maintenance and reduction in the variable costs caused by maintenance-related actions make budgeting more predictable. Discounted service rates apply for spare parts, training services, and all on-call visits – throughout the contract period.

The Performance Optimization™ service picks up from the Preventive Service™ level. It is for those customers who seek the highest level of equipment availability and minimal operational risks when it comes to equipment maintenance and technical issues. Cooperation between the customer and ABB is the key to continuous improvement and gaining the anticipated results. Progress and service performance are evaluated on the basis of commonly agreed key performance indicators (KPIs). Enhanced training services increase the staff's skills and knowledge, providing proactive operation and maintenance as well as coordinated, appropriate response to system and operations challenges.

# Service modules adapted to diverse business needs

## Account Manager

Each contract customer will have a dedicated person at ABB who is the main point of contact and assures easy access to ABB. Account Manager provides a uniform and responsive face to the customer, a face that allows the customer to manage all contract-related topics efficiently. Account Manager also transcends organizational and geographical boundaries. Regular review meetings ensure effective communication between the customer and ABB.

## Technical Support

ABB's Technical Support service provides unlimited access to our global 24/7 technical support and to ABB service engineers. Assistance is available for a wide range of support needs by telephone or e-mail. Our engineers are trained to assess a failure situation, respond with technical support to perform root-cause analysis, and mobilize resources to remedy the situation when needed. When a problem arises, technical support service can be critical for minimizing or eliminating off-hire breaks.

## Preventive Maintenance

Preventive Maintenance aims for increased reliability and an extended service life through timely maintenance procedures. ABB takes care of delivering the material and scheduling service engineers' visits to the vessel for the agreed dates. The contract covers all materials for planned maintenance and labor costs. ABB and the customer together schedule the maintenance visits for times when they least disturb the customer's operations. The long-term perspective for maintenance and a decrease in variable costs from maintenance-related actions make budgeting more predictable.

## Response Time

In the event of failure, customers with critical processes can minimize costly off-hire with the Response Time service. This service guarantees quick problem-solving when prompt technical support is required or a service engineer must be dispatched to the site within a specific time. Depending on the contract level, the customer is also entitled to priority and shorter response time for maintenance and upgrade work.

## Spare Part Services

At ABB, we are committed to providing our customers with the highest quality in spare parts. We understand the importance of quick spare-parts supply. At the beginning of the contract period, ABB provides a list of critical/recommended spares for equipment within the scope of the contract. The customer also has priority in spare-part inquiries, to ensure speedy handling and delivery. Depending on the contract's coverage, the customer is entitled to a discount on spare parts' prices.

## Site Survey

A site survey is recommended when there is a need to gather information on equipment. The objective is to take a long-term and systematic approach to the life cycle of the equipment. ABB manages the site survey for the customer's equipment, taking into account the customer's operations requirements over the long term. On the basis of the survey, ABB can propose customized solutions for dry-docking. The Site Survey service applies a proactive process to analyzing, planning, and updating a customer's installation in a systematic manner, which provides good understanding of equipment performance, condition, and life cycle status.

## On-call Services

ABB's On-call Services is designed to resolve unexpected equipment failure, equipment stoppage, or erratic operation that requires immediate action and ABB's assistance onboard. An ABB engineer will be dispatched to the vessel within a predefined, agreed timeframe to restore the equipment's normal operation.

## e-Learning

Crew competence is a key factor in smooth and safe sailing. ABB Marine's e-Learning solution is designed for those of the customer's personnel and crew who want to learn product basics at their own pace at any suitable time and place. Courses include virtual lectures and test questions to enhance the learning process. Basic product knowledge creates a solid foundation for in-house maintenance and repair strategies as well as further studies at ABB Marine Academy.

## Condition Monitoring

Condition monitoring is a valuable part of preventive maintenance that can typically be carried out while the equipment is running. Through periodic measurement, we can observe trends. This allows overhauls to be planned well in advance, at the customer's convenience. We monitor bearing condition via vibration measurements and oil analysis, verify generator and motor insulation condition, estimate generator and motor lifetime from measurements, utilize thermal imaging cameras to detect loose connections, and use boroscopes to inspect locations with limited access.



### **Training – classroom and onboard**

A skilled and qualified staff is any company's most valuable asset. We can increase the staff's skill and knowledge, providing proactive operation and maintenance as well as a coordinated, appropriate response to system and operations challenges. ABB Marine Academy provides training programs for the support, operation, and management personnel in the deck, engine, and electro-technical departments, also providing similar support to the shore-side personnel in order to streamline communications between ship and shore. Training is available at the ABB training facilities, onboard, or on company premises, depending on the customer's requirements.

### **Onboard Presence**

Onboard Presence ensures top-class availability and performance of the equipment. This service guarantees immediate response in technical support and on-call situations. ABB's engineer can be permanently on board or at a nearby port. The engineer performs/supervises maintenance, repair, and on-call activities with minimal interruptions to operations. Also, the customer can have a dedicated ABB engineer at ABB's office. This service is available only as an option for the Performance Optimization level.

### **Availability Promise**

Cooperation between ABB and the customer is the key to continuous improvement and reaching the anticipated results. At the start of the contract period, ABB and the customer together set the objectives for the cooperation and development. Progress and service performance are evaluated on the basis of commonly agreed key performance indicators. In the event of non-performance, ABB will return part of the annual contract fee to the customer. Availability Promise is included only with the Performance Optimization level.

### **Remote Diagnostic Services**

By making expert knowledge available in the shortest possible time and reducing the need for on-site visits, Remote Diagnostic Services (RDS) helps to ensure efficient vessel operations and contribute to reduction in operation costs. Scheduled and unscheduled cases are handled by the ABB Marine RDS Operations Center. The center is manned 24/7, and the team members are trained to support all ABB Marine Systems products covered by the RDS program. Requests are logged by the engineer on duty, and on-call service support is performed from the closest ABB Marine Services Center.

### **Inventory Management**

The Inventory Management service ensures that critical equipment or spare parts are available without the problems associated with maintaining an inventory on the customer's side. ABB maintains the parts in accordance with the contract, and the inventory can be strategically located on-shore or stored onboard. Stocks can be adjusted to align with the equipment covered by a specific contract and will be periodically audited. ABB activates warranty when the part is placed in service. Automatic parts replenishment will be performed in line with the contract. Inventory Management is a service available for all contract levels, with two main options.

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