

ANNUAL SUPPORT AGREEMENT

The Transas group within Wärtsilä Voyage Solutions has been supporting the on-board navigator for decades with reliable equipment, easy to use navigational software, training and support.

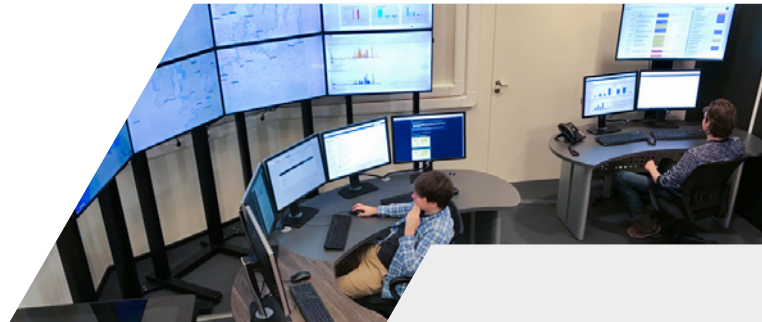
With the ECDIS mandating in full force since 2017, vetting, compliance, cyber security regulations and the continuous demand for higher uptime at lower costs, the current support to navigation critical systems requires changing.

Support—the traditional way

The traditional support to your crews is over email and phone. Your crew member on board communicates with a Transas expert onshore. The lack of information about the latest status of installation on board, how it is used, what chart (updates) and licenses are installed often clutters efficient support to the vessel. Language challenges and interpretation of corrective actions are negatively influencing a quick resolution, specifically with increased automation on vessels. Very often email and voice support leads to a service engineer having to attend the vessel, affecting the cost of operations.

Today's challenge

In a recent (Transas internal) Customer Support study, we found 65% of support requests related to the operational management of the ECDIS. The same study revealed that a support case is solved better and faster if we know system information and have remote access. It highly improves equipment up time, less crew involvement and simply, reduces costs for onboard service attendance.



The solution—Annual Support Agreement (ASA)

The ASA delivers improved uptime via remote access, reduces maintenance cost whilst supporting your crews on board the vessel with the virtual service engineer.

The ASA addresses these challenges in five key areas:

→ IMPROVE UPTIME OF YOUR ECDIS

Access to our Virtual Service Engineer, analyze and solve issues, install software updates, licenses and hot fixes and chat with the crew. It is as if the service engineer is on your ship.

→ REDUCE MAINTENANCE COSTS

The Virtual Service Engineer avoids unnecessary visits and costs to the ship. In the event it is needed, the ASA provides subsidized on-board labor rates and spares.

→ VETTING CERTIFICATION

The certificate for the Annual Performance Survey (APS) is included in the agreement and the on-board survey is subsidized by reduced on board service rates.

→ WE RECOGNIZE AND PRIORITIZE YOUR SUPPORT REQUEST

Take advantage of prioritized support infrastructure to serve your vessel, accelerated by onboard system intelligence.

→ CONNECTED ECDIS

The ASA includes a free of charge delivery of our Class approved Translink device. This product, not only provides the End User with a cyber-secure (certified) connection for remote support and service, it is the ideal solution for delivering Charts and Nautical publications without the need of using USB's or manual email and downloads.

Pricing

SUBSCRIPTION

USD 1,295/YEAR/SHIP, CHARGED UPON SIGN-UP

VIRTUAL SERVICE ENGINEER	✓
Software updates	✓
Translink unit	✓*
APS certificate	✓**
On Board Engineer	Service hourly rate 10% discounted
Spare parts	Spare part price 10% discounted

* Installation of a new Translink is charged at fixed cost of USD 625 for on-board labor. This includes installation by Transas certified engineer and navigation network and ECDIS configuration. Check our latest Home Ports installation list to avoid Service engineer Travel and Expense. When Translink unit is already on board, we will utilize it in the ASA and no install is needed.

** The delivery of the certificate is at no costs (saving USD 425). The survey on board is charged at discounted service rates.

Q&A

For which vessel(s) is the ASA valuable?

Any vessel having a Transas solution on board (Navi-Sailor ECDIS, Navi-Radar) subscribing to ASA takes advantage of the five key advantages described above.

We are subscribed to Wartsila Fleet Operations Solutions (FOS), do we need to sign up for ASA?

No, by default our FOS customers already enjoy the priority services and do not pay for ASA.

My vessel is subscribed to the ASA. What happens when the vessel upgrades to FOS services?

All ASA service elements stay in force and the yearly ASA fee will no longer be charged.

What is the sign up procedure?

Very easy. Contracting (part of) the fleet is through a single ASA. Signing-up and -off vessels can be done at any given time without start/stop/penalty/admin fees. Pls contact our 24/7 Customer Support team or your local Transas Account Manager.

Is it required to connect my ECDIS for ASA?

Connecting ECDIS has many advantages, specifically when delivering nautical information, remote support and cyber security reasons. However, if you do not wish to connect the ECDIS, signing up for ASA still makes sense. All services will be available except the remote troubleshooting. We support the crew with priority service using voice, email and service attendance when required.

My vessel has a Transerv Agreement, will this continue?

Yes, until the yearly prolongation date. We then convert the Transerv Agreement into an ASA, giving a more beneficial agreement with a direct upgrade path to Fleet Operation Solutions.

More Questions?

We are happy to help! Contact our Customer support 24/7 by sending an email to voyage.support@wartsila.com or call us at +46 (0) 771 460 100

