



KONGSBERG

# BY YOUR SIDE WORLDWIDE

.....  
A STORY OF GLOBAL CUSTOMER SUPPORT



# MAXIMIZING PERFORMANCE BY PROVIDING THE FULL PICTURE

## OUR MISSION

We shall earn the respect and recognition for our dedication to provide innovative and reliable marine electronics that ensure optimal operation at sea. By utilising and integrating our technology, experience and competencies in positioning, hydroacoustics, communication, control, navigation, simulation, and automation, we aim to give our customers The Full Picture. The Full Picture yields professional solutions and global services that make a difference enabling you to stay ahead of the competition.

## OUR PHILOSOPHY

Our success depends on the success of our customers. Actively listening to our customers and truly understanding their needs, and then translating these needs into successful products and solutions is central to achieving our goal.

Our people are the key to our success and we empower them to achieve. Working together in a global network of knowledge, guided by our values, engenders innovation and world class performance. Every day we have to think a little differently, because every client is unique. We aspire to translate the imagination and dedication of our staff into successful technologies and solutions. Our commitment is to add value to your operations by providing you with The Full Picture.

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# BY YOUR SIDE, WORLDWIDE

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Each business has a unique story to tell. This brochure tells that of Your Shipping Company (YSC).

YSC is fictional, but it faces the very real challenges that our customers face every day, everywhere they do business.

KONGSBERG and its highly qualified people are ready, 24/7, across the globe, to help all our customers fulfil their operational potential.

This story may be fiction, but that commitment is not.

## We promise

- Immediate world-wide 24/7 technical and spares telephone support, for all KM products, through our network of global support centres
- A response to emails to our support centres within one working day
- First time fixes – our goal is to fix 100 % of issues on our initial service visits

## We provide

- Complete lifecycle solutions – from concept, to installation and throughout operational lifetimes
- Advanced training and learning services and facilities – improving operational understanding and performance

**For maximised performance, trust KONGSBERG. We are by your side, worldwide.**



# Meet Your Shipping Company

YSC\* is a global conglomerate with business divisions operating fleets in deep sea trade, offshore support services, and oil and gas activity. With operations in over 100 countries, YSC needs a worldwide partner it can rely on, ensuring the optimum efficiency, safety, performance and predictability for its diverse and geographically scattered fleet.

**Your Shipping Company needs KONGSBERG.**

\* YSC is a fictional company, although it is entirely representative of our customers, their operational demands, and the services and benefits they receive from Global Customer Support.



# New vessels, new challenges

Fernando Sotero expects nothing less than expertise. As YSC's VP FPSO he is responsible for managing a growing fleet of advanced assets in a marketplace that is both demanding and dynamic.

Each new vessel brings new challenges, and new market opportunities.

The YSC *Vision* will be his latest addition to the fleet, a 35,000 tonne purpose-built vessel with a capacity of 250,000 barrels of oil a day. On such a complex, high stakes project Fernando and the shipyard ensured KONGSBERG was involved from day one: tasking them with system design,

installation and commissioning, maintenance service planning, training programmes, on-going remote diagnostic assistance, and more.

A service agreement for comprehensive lifecycle management ensures that Fernando can count on life-long optimised performance, with enhanced capabilities for cost control, efficiency and building a competitive edge.

Fernando needs his *Vision* to succeed. KONGSBERG is right by his side to make it happen.

## KONGSBERG:

### With you all the way

**KONGSBERG offers scalable services that are as individual as our customers' needs.**

**We understand your challenges and your opportunities, delivering solutions that add value and help manage costs. We provide everything from fixed expert teams and project managers, through to modifications and upgrades, both onsite and remote, training programmes, and operational and management agreements.**

**Our aim is the same as yours – predictable, reliable and optimal operational performance over complete asset lifecycle. That's the key to long-term success.**



# Can you support me globally, 24/7?

The OSCV *Bella* works around the clock, around the globe, and needs support that matches its individual needs. So does Chief Engineer Peterson.

It's 7.30 am and Peterson is monitoring the maintenance of the DP system, as well as the system functionality. The vessel's maiden pipe laying assignment is fast approaching and Peterson's mind is racing.

Are there issues he isn't aware of? Something he's responsible for when the vessel is facing new duties? Does the attention sensor on the DP system have to be activated?

He needs operational support, and KONGSBERG is there to provide it. A discussion with the case manager that has *Bella's* data leads to a plan quickly being formulated to adjust system

functionality. A local, certified KONGSBERG service engineer is on-board the very same afternoon.

Peterson's concerns are addressed, fixed, tested and double checked, with the engineer even using the visit to show him a few useful system hints and tips.

That evening *Bella's* Chief Engineer sits in his cabin and logs onto the KONGSBERG service desk. There he immediately sees his case, his vessel and all the work he and the engineer accomplished together.

For the first time that day Peterson relaxes. Now, he feels, he can switch off ... safe in the knowledge that the people supporting him never do.

## KONGSBERG:

### Ultimate response

**KONGSBERG created the 'follow the sun' concept to offer its customers the ultimate in 24/7 accessibility, response and expertise.**

- **Dedicated support hubs in Norway, Singapore and New Orleans, US**
- **Professional teams providing high-quality service, wherever and whenever it's needed**
- **Complete continuity of service – each regional hub acts as the chief global support centre for eight hours a day**
- **Individual case-by-case handovers**
- **Support delivered with the optimal speed, efficiency and quality**

**KONGSBERG works around the clock, so your vessels can too.**











# How do you add value, not cost?

Lee Boardman has a problem. YSC's Offshore Fleet Manager has a number of profitable yet aging vessels. Replacing them in a climate of ever tightening capital expenditure isn't feasible, but so is doing nothing.

To extend their lifecycle, and maintain operational competitiveness, action has to be taken.

Lee calls KONGSBERG. A support specialist recommends an upgrade of the vessels' DP systems, from SDP-11 DP to K-POS. This cost

effective solution brings the old systems up to the latest standards, replacing original computers and operator panels, while substituting advanced TFT user-friendly monitors for the aging screens on the operator stations.

The result ensures the systems meet all requirements, giving YSC's older assets a fresh lease of life.

No problem.

## **KONGSBERG:**

### Supporting success

#### **We:**

- **Assist customers throughout all project phases**
- **Provide fleet lists and status overviews**
- **Execute Life Cycle Analysis**
- **Plan ahead for all upgrades and schedule maintenance**
- **Provide a dedicated Technical Account Manager and tailor Service Agreements to satisfy your needs**



# Spare parts when I need them

The sound of an alarm wipes the smile from David Hopkins' face. When a system is down, operations are compromised and for Hopkins, Second Engineer on one of YSC's flagship container vessels, the pressure is on.

He and his team are quick to identify the problem, within the automation system, and the solution.

A call to KONGSBERG sets a rapid chain of events in motion. The faulty system component is located

at a central warehouse in New Orleans and dispatched to Houston – home to one of the 50-plus regional offices in the company's worldwide network – before an approved local service engineer delivers it for installation.

The chain is strong, the delivery seamless, the problem solved.

Hopkins' smile is back where it belongs. Everybody likes a happy ending.

## **KONGSBERG:**

### Straight to you, straightaway

**Our global network of facilities and warehouses ensures that a stock of system critical spare parts is always as close to the action as we are.**

**With expert staff well versed in both your systems and the local supplier base, KONGSBERG ensures professional sourcing, procurement and delivery of sophisticated and technical parts exactly where and when they're needed.**

**You can't wait for the parts. We can't wait to help.**

**We provide:**

- **Efficiency, expertise and a rapid response – 24/7 spare part excellence**
- **Central warehouses in Norway, New Orleans, Rio de Janeiro and Singapore, and local facilities worldwide**
- **Professional global logistics services from staff that know our systems, your requirements and supplier networks everywhere**
- **Genuine or OEM parts on demand**
- **World-class service and support from local KONGSBERG representatives**







# How can I stay ahead?

YSC's Captain Johnson may be an old hand, but he appreciates the value of learning new skills.

His vessel, the OSCV *Bella*, is about to be used for its first pipe laying operation. Captain Johnson knows his crew have experience in this activity, but this comes from different vessels and, in some cases, from a variety of shipping companies. To ensure all key personnel know the correct system functionality, work to the same procedures, within the specific regulations, and have the required proficiency, the captain calls KONGSBERG.

KONGSBERG is on hand to test existing skills and

teach fresh competency. Through a discussion of his individual needs, the Kongsberg Training Centre designs a customised vessel specific course programme, centred around an advanced K-Sim offshore simulator configured to match *Bella's* exact specifications.

Captain Johnson's crew are tested, trained and assessed for pipe laying, ensuring they have the utmost proficiency and operational confidence.

As for Captain Johnson, he gets complete peace of mind.

## KONGSBERG:

### The power of potential

**People are the bridge between advanced technology and optimal operations. Investment in developing their abilities is the key to achieving long-term success. No one builds better bridges than KONGSBERG.**

#### We offer:

- **Over 30 years of expertise in maritime training and learning services**
- **A network of global training centres, developing the skills of around 7000 people every year**
- **World class instructors and programmes tailored for your individual needs**
- **State-of-the-art simulators to ensure the upmost realism for operational scenarios – delivering powerful at sea experiences on shore**

**For improved operational proficiency, technical understanding and crew efficiency, call KONGSBERG**







# A PARTNER FOR LIFE

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KONGSBERG works in partnership with its customers, ensuring our products perform according to their individual needs. With remote expertise and personal service, provided through dedicated support managers, we are by your side to ensure maximum performance and operational integrity, always.

## 24/7 global availability

- Technical support for all KM product lines
- Spare part support
- Four regional support centres and 60 service offices
- Over 1200 expert engineers

## Remote diagnostics

- Online fault finding assistance
- Operational support for complex operations
- Downloadable configuration changes and upgrades

## Service that excels

- People that can help you, first time, every time
- Guaranteed response times for emails
- 24 hour global handling of requests
- Always accessible, when and where you need us

## Training for tomorrow today

- 12 global training centres
- Agent training programme
- Worldwide booking
- Portable classrooms
- Distance learning
- Onboard training

To find out more about how KONGSBERG can be by your side, worldwide please call +47 33 03 24 07 or email [km.support@kongsberg.com](mailto:km.support@kongsberg.com)





# GLOBAL CUSTOMER SUPPORT

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Wherever you, your business and your vessels operate, KONGSBERG is there for you, 24/7.

On the phone, online, in person on your vessels – our ‘always on’ support ensures greater predictability, efficiency, security and enhanced lifecycle and asset management.

KONGSBERG is committed to meeting your individual needs. We respond promptly, offer a diverse range of services – spanning everything from remote support and diagnostics, to service agreements, spare parts and training – and always focus on one outcome, complete customer satisfaction.

## Global presence, local support

Our Global Customer Support team is headquartered in Norway, but spans the globe. We offer a network of service centres and support facilities in strategic locations worldwide. It is our mission to be where you are.

The people delivering that support are experts. We have over 1200 highly trained and certified professionals dedicated to you. They are committed to helping you achieve operational goals by optimising the performance of all Kongsberg Maritime products.

Together we give you exactly what you need – control, peace of mind and high quality service. We are KONGSBERG, we are by your side worldwide.



## SUPPORT 24

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