

# WÄRTSILÄ ENHANCED SUPPORT – IMPROVE YOUR ACCESS TO ENGINE DATA AND SUPPORT

Digitalisation is transforming many industries, and shipping is no exception. The easy access to onboard engine data enabled by digitalisation can improve visibility into how your assets are performing and allow you to make more informed decisions. Access to expert OEM support also helps to maintain reliability, including through the creation of scheduled maintenance plans.

## **Improve visibility into your engines**

Wärtsilä Enhanced Support gives you better visibility into how your assets are performing, enabling you to make smarter decisions. You get a direct line to the Wärtsilä Expertise Centre, where experts are ready to help with technical support and troubleshooting to improve asset uptime and reliability. Wärtsilä experts also provide you with scheduled maintenance forecasts to enable easier maintenance planning and budgeting.

## **Enabled by connectivity**

All services provided as part of Wärtsilä Enhanced Support require establishing cyber-secure cloud-based connectivity between the vessel and Wärtsilä Expertise Centres.

## **KEY BENEFITS**

- Increase onboard and onshore access and visibility into your engine's operational data
- Facilitate better and faster technical support and problem solving
- Ensure easier planning and budgeting for scheduled maintenance



## Scope of supply

Wärtsilä Enhanced Support is designed for customers operating engines with a UNIC or WECS engine control system.

Delivery includes:

- The three main services: Data Insight, Maintenance Forecast and On-demand Operational Support
- A cyber-secure, cloud-based connectivity solution
- Optional services, including maintenance packages with spare parts and service work

If you are interested in data-driven dynamic maintenance planning, predictive maintenance services such as Expert Insight, and maintenance management and execution, we also offer Wärtsilä Optimised Maintenance and Wärtsilä Guaranteed Asset Performance.

## Why choose Wärtsilä?

Wärtsilä is a leading supplier to the marine industry with a global service and support network.

As an OEM we combine data from your engines with modern analysis technology and decades of historical engine running data from thousands of vessels and use the data to provide better support and enhance your vessel operation.

## WÄRTSILÄ ENHANCED SUPPORT INCLUDES THREE MAIN SERVICES

### 1) Data Insight

Data Insight is the solution that provides access to operational data with trending, event logs and dashboards to summarise and visualise engine performance data across time. This increased onboard and onshore access to operational data enables smarter decisions, makes it easier to follow up the performance of the engine to see if something abnormal is happening and speeds up troubleshooting.

### 2) On-demand Operational Support

The On-demand Operational Support service provides round-the-clock access to Wärtsilä Expertise Centres for fast technical support. With access to your engine's operational data, experts in the Expertise Centres can ensure that you receive immediate technical support and fast resolution to technical questions – helping to avoid downtime and minimising unscheduled maintenance. On-demand Operational Support is exclusively available to customers with an Enhanced Support agreement on a pay-per-use basis.

### 3) Maintenance Forecast

The Maintenance Forecast service is provided twice a year by maintenance planners in Wärtsilä Expertise Centres. They ensure that the forecast is based on actual running hours and available historical vessel maintenance data. The forecasts include listing maintenance activities and any needed spare parts. The spare parts will be made available on the Wärtsilä Online platform in pre-filled order baskets according to the scope agreed with you to make the order process quicker and easier.

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