



## WÄRTSILÄ OPERATIONAL SUPPORT – EXPERT ADVICE AND SUPPORT

Maximising asset uptime is key to ensuring your operations run smoothly. With Wärtsilä Operational Support, a dedicated expert in a Wärtsilä Expertise Centre is available to give round-the-clock remote support whenever needed. The expert can investigate issues together with installation personnel and give guidance, advice and recommendations – helping to ensure that any issues are resolved as quickly as possible and reducing the need for unscheduled maintenance visits.

### Round-the-clock support

Wärtsilä Operational Support is available as part of a Wärtsilä Lifecycle Agreement. The service gives you access to a named Wärtsilä Expertise Centre expert who can be quickly contacted by phone or email during office hours to support you remotely with acute operational issues. For urgent support outside of office hours, an on-call expert is available.

As well as applying their own knowledge, the expert will typically also

have access to installation operating data as well as alarm and event logs through Wärtsilä's data collection systems.

### A virtual engineer

With applicable data-collection equipment, our expert can open a real-time, cybersecure remote connection to your installation's operator interface. This enables collaboration via screensharing and chat functions, meaning your experts won't be alone if the unexpected happens.

### KEY BENEFITS

- Receive expert assistance around the clock
- Reduce the need for unscheduled maintenance visits with the help of remote support
- Receive assistance and solve issues with minimal waiting time
- Enable remote access for real-time problem solving



Our rapid support helps ensure your operations are returned to normal conditions as quickly as possible – increasing uptime and potentially leading to significant financial savings. Wärtsilä has been able to assist remotely with multiple issues that have a high impact on operations, such as restoring reliable engine operation or enabling a successful engine start after an engine has been failing to start properly.

Of the Operational Support cases handled by Wärtsilä Expertise Centres during 2018 and 2019, 80% of cases were solved on the same day they were reported, and 90% of these cases were solved remotely. With these results, it's no surprise that 94% of customers renew their Operational Support agreement with Wärtsilä.

## Scope of supply

Wärtsilä Operational Support is available for 4-stroke and 2-stroke engines, GVU systems, LNGPacs and generator systems.

Your dedicated Operational Support expert can be contacted via phone and email during office hours. Outside of these hours, an on-call expert is available for urgent issues.

Remote access to your installation's operator interface might require additional equipment to enable real-time connection and screensharing functionalities.

It is recommended that Operational Support is purchased together with Wärtsilä Expert Insight, which enables continuous operating data monitoring and proactive expert recommendations.

## Why choose Wärtsilä?

Wärtsilä is an experienced lifecycle solution provider with nearly 30 years of experience delivering operation and maintenance services. Our Expertise Centres around the world support our Lifecycle Agreement customers with advice, recommendations and remote tuning based on monitoring and analysis during day-to-day operation and in unforeseen situations.