



## The Challenge

Whether sailing regularly in the same waters or trading globally, vessels of all shapes and sizes require regular maintenance. Spare parts replacement and regular servicing can be expensive for operators unless they know with certainty what they require and when, preferably with a lead time that accommodates their trading or operating patterns.

Planned maintenance is important for safety, compliance and the bottom line. The critical navigation systems on a ship's bridge must be maintained in working order to meet safety and compliance requirements of classification, flag and port state as well as charterer demands for quality and reliability.

It can also impact the profitability of a voyage or across fleet operations because whether for regular maintenance or not, equipment service and installations can be expensive. If the operator is forced to rely on the services available at an unfamiliar port or a new supplier, it's possible they will pay more than they need to.

## The Solution

For vessel operators who want to increase predictability in their maintenance spend and outlay on regular service, Telemar provides an integrated offering combining planned maintenance services with onboard servicing and repair.

Telemar supports more than 3,000 ships annually with servicing contracts and marine electronics solutions, all designed to improve navigational safety and increase operational efficiency. By striking main service agreements direct with shipowners, Telemar can move service of vital equipment from passive to proactive.

Making this possible is Telemar World Service (TWS), a web-based tool for managing service due dates across the customer's fleet, increasing visibility, saving time and optimizing vessel availability. All due dates for service and replacement are entered into the TWS, which provides notifications when they are coming near, enabling the owner to co-ordinate the ship visit with Telemar.

### Key Benefits

Telemar helps shipowners around the world to improve the visibility, timing and cost predictability on maintenance and servicing, in particular:

- By entering a service agreement with Telemar, shipowners have predictability on the costs of servicing and maintenance for all critical bridge navigation, electronics and safety systems.
- By providing service due dates to Telemar, vessel operators can be sure that their mandated and regulated equipment will be serviced by qualified and expert personnel at the right time for the agreed price.

Vessels will stay in compliance regardless of where they sail with evidence of servicing and maintenance of safety equipment available to inspectors via the TWS, reducing the administration burden for owners.

## Case study Bridge Electronics Maintenance

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TWS provides comprehensive information on the services rendered on board, coordination of service requests, progress status of repairs, diagnosis and management information for shipowners.

### Client Feedback

Telemar provides global service co-ordination and a raft of safety equipment servicing for some leading vessel operators ranging from tugs and multi-purpose vessels to large diverse and dedicated fleets.



### Johann Wadehul, Managing Director, Candler

*"Candler and Telemar have a working relationship covering navigation and communications stretching back 25 years and as a Marlink connectivity customer there is good synergy in this area of our operations. We appreciate being able to work with local suppliers that can support us with a professional approach to our fleet and provide tools that increase transparency and improve planning and reporting."*

### Andree Hessling, Manager, Nautical & Technical Department, Fairplay Towage

*"Fairplay Towage required a service partner that could provide a one-stop solution for bridge electronics across a mixed fleet of vessels with a planned and consistent approach to maintaining safety and compliance. Telemar's ability to meet our needs with dedicated personnel across different port locations provides the level of confidence we need to meet our commitments to our customers."*

### Björn Eichhorn, Director Fleet Management, NSC-Group

*"Digitalised and efficient vessel operations require reliable connectivity and certainty of service for critical bridge navigation components and systems. Our experience with Marlink's professional approach to connectivity and the efforts of the Telemar team to respond to our request for service were critical deciding factors."*

### Laurenz Held, Vessel Controller Held Bereederungs GmbH

*"At Held we need better predictability on costs for maintenance and service and Telemar's annual maintenance program provides due dates and service reminders for all critical systems onboard. This gives us confidence and means we are saving money and time because we contact suppliers for services only when we need to."*

