



OFFSHORE SERVICE

Service going 'Beyond the Call'
in the offshore industry

Offshore Service 'Beyond the Call'

At Converteam, we understand that the goals of your organisation are demanding, and evolving. You want the systems on your vessels to help you meet these goals.

We know that this means us providing a service that goes beyond just waiting for your call:

- a service that is as global as your operations
- that provides access to the expertise you need
- that keeps your system current
- that gives you the features needed for the job you want to do now, rather than what you originally bought it for

We are committed to supporting all generations of DP, power management, vessel control & automation, propulsions systems, motors and generators installed by us under our various names including GEC, CGE, AEG, GEC-Alstom, Cegelec, ALSTOM and now Converteam. In addition, we also provide support for our many products put into the field by other integrators including GEM80 PLCs, Alspa PLCs, and MV3000 drives.

Most of all, though, it means our people and yours working together to help you meet your goals. This is Service 'Beyond the Call'.

Providing service that is as international as your operations

Converteam's international service network is expanding fast. In the offshore world, our service operations are led by four centres: Rugby (UK), Houma/Houston (USA), Macaé (Brasil), and Singapore.

Each of these major centres provides 24/7-service support, emergency spares holding, upgrade engineering capability and training facilities.



Houma/Houston (USA)
Supporting North America, backed by our main facility at Pittsburgh and regional business centres – e.g. at Miami, Seattle, San Diego and Toronto.

Macaé (Brasil)
Supporting South America, backed by our main facility at Belo Horizonte and regional business centres – e.g. at Vittoria.

Rugby (UK)
Supporting Europe, Africa and the middle East, collated with the main Offshore engineering centre and backed up by numerous other centres including the UAE.

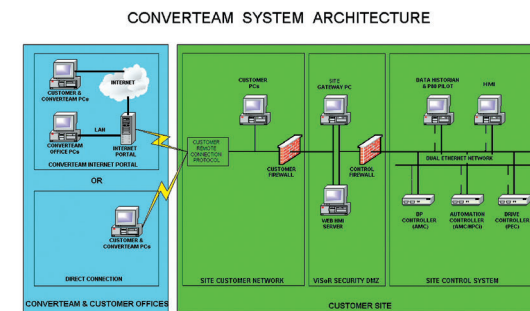
Singapore
Supporting East Asia and Australasia, backed by our rapidly growing organisations in China and India and our dedicated offshore office in South Korea.

Remote Support

With increasingly complex systems being deployed in the field, with equipment often being difficult to physically access, and with expertise being in short supply, how do you bring the best expertise to bear when you have a problem to solve – no matter where the expert is nor where the problem is?

Converteam brings you the answer with ViSoR – the Virtual Support Room – letting experts located anywhere in the world to 'look over the shoulder' of the person physically at the equipment, and advise them to take appropriate action.

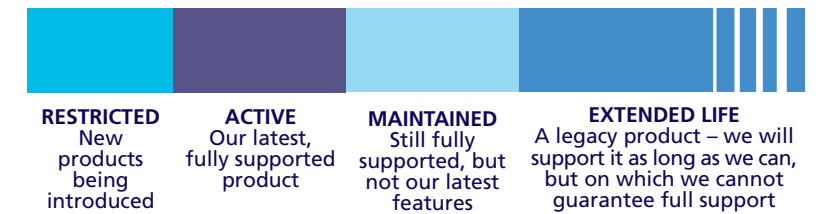
Using internet connectivity, minor modifications to the hardware on-site, and the latest security technology, any approved user can gain read access to the system on the vessel, but the staff on the vessel stay in control.



Lifecycle Management

Even the best system has a limited lifetime. Eventually seals leak, bearings become worn, capacitors dry out and suppliers of mass-market components and software move on to the latest thing. You want to make sure that your system gives you no nasty surprises; no decrease in availability, no sudden realisation that spares are no longer available.

At Converteam we are committed to a proactive management of the lifecycle of our systems, so that you can plan ahead and take action before trouble starts. In addition to our work on 'bath-tub' failure profiles, all our products and systems are defined as being at a phase in their lifecycle.



As a service contract customer, Converteam can provide a System Lifecycle Management Plan (SLiM Plan) – a report on your system showing what levels of support you can count on in upcoming years. A SLiM Plan allows you to plan any necessary actions, so that there is no impact on your commitments to your customers.

Converteam offers service contracts from simple (offering negotiated rates and access to 24/7 telephone support lines), to large bespoke contracts covering a mixture of services including regular equipment maintenance & healthcare, managed spares, or equipment availability-based schemes. We will work with you to build a contract that suits your needs.

Training

You need your people to have all the skills required to operate and maintain the systems we provide. Converteam is therefore committed to providing high quality training, from skilled and knowledgeable trainers who coach students using hands on exercises with real equipment.

Converteam provides standard scheduled courses and courses tailored to your specific needs and systems at each of its four major offshore service centres.

	RUGBY	HOUSTON	MACAÉ	SINGAPORE
CERTIFIED DP OPERATOR		✓	✓	✓
DP MAINTAINER	✓	✓	✓	✓
BESPOKE COURSES	✓	✓	✓	✓

Upgrades

When you need new features or you need to engineer around a lifecycle issue, you need a professionally managed, trouble free upgrade. Converteam engineers understand that upgrade work is about good planning and risk management, using standard and innovative solutions to specific problems on the vessel, and a close, co-operative and flexible relationship with our customers.



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