



OUR CUSTOMER SERVICE

BUILDING RELATIONSHIPS

At GustoMSC we know that our involvement with our clients does not end after delivery of our design for a platform or a vessel. In fact, this moment usually marks the continuation or the start of a decades-long relationship.

After the delivery of the GustoMSC designed equipment to the end user, our Customer Service department is offering services such as training, supply of spare parts, inspections and surveys, preventive maintenance and repairs. Guarantee claims are also managed by Customer Service. These service activities form the basis of dedicated Service Agreements for each type of equipment. The agreements include 24/7/365 access to operational and technical support.

Guarantee follow-up

Although we aim to supply designs and components of the highest quality, guarantee claims can still arise. In that case Customer Service works with the relevant package engineers and our subcontractors to resolve the issues quickly.

Training

We can provide customized training for rig personnel for using our equipment. Usually we give the theoretical part of a course onshore, followed by practical sessions onboard the vessel (in port or offshore). Our specialist engineers can also support the vessel's personnel during the initial operation of these systems. This can reduce the learning curve and benefit both safety and operational efficiency.

“CLIENTS KNOW THAT IF THEY NEED SUPPORT, OUR FRONT OFFICE RESPONDS VERY QUICKLY.”

Jaap Visser
Manager Customer Service

Long-term support

As the equipment we design has intended lifespans of several decades, it is essential that the units are effectively inspected and maintained. We always supply lists of recommended spares and can develop detailed maintenance plans in consultation with the client, tailored to their maintenance philosophy. A typical maintenance plan includes routine preventive maintenance by the onboard crew, combined with specialist preventive maintenance by us in years 2 and 4. This is followed up with recommendations for maintenance and, possibly, upgrades in year 5, in preparation for the scheduled survey. Customer Service has extensive records on all the equipment we have ever designed. Units change ownership several times during their lifetime and records are regularly lost in the transition. Hence the current owner contacts us with requests for documentation, inspections, and advice on modifications and lifetime extensions. Customer Service

can also supply spare parts and arrange their installation. This gives the client more certainty, and the advantage of a simpler supply chain.

Repairs

If equipment suffers a failure, Customer Service can help identify the causes and propose a solution. Some owners decide to contract the whole repair project out to us. In that case we subcontract the mechanical and electrical work to reputable subcontractors and take responsibility for parts procurement and project management.



Jaap Visser
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Picture: courtesy Saipem

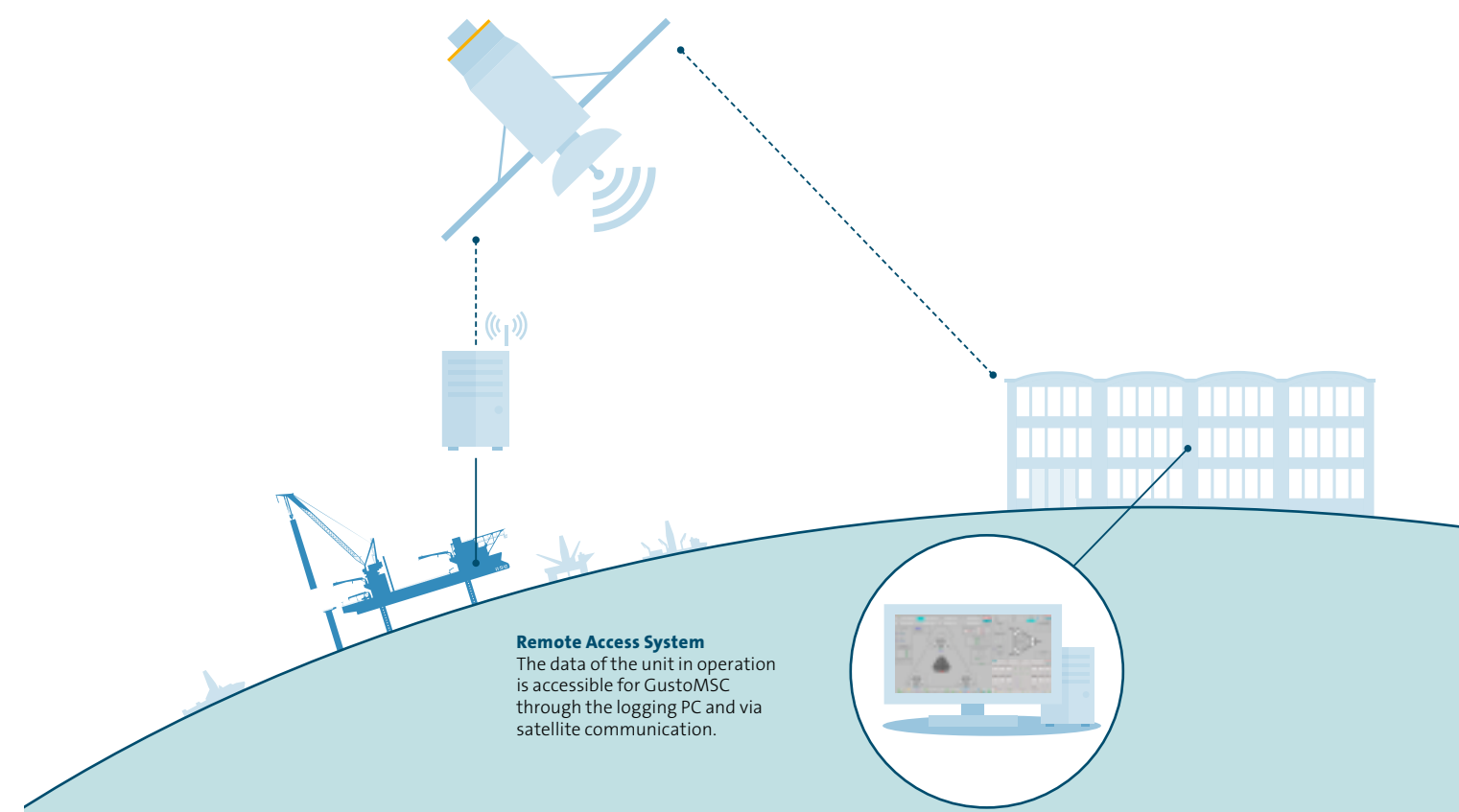
VIKING PIPER: PIPE LAYING VESSEL STILL GOING STRONG

The Viking Piper was built in 1974 at the Gusto shipyard and has changed hands several times and undergone modifications. The vessel, now named Castoro 7, is still operating after

40 years in service. We have recently supplied spares to keep it operational for another decade.

REPURPOSED PLATFORM

GustoMSC designed a jack-up platform for offshore oil & gas maintenance operations. The original design envisaged that the platform would be repositioned and jacked up/down at intervals of several months. The platform was acquired by a new owner and used for wind turbine installation projects. Consequently, the envisaged number of lifetime jacking operations was reached in less than two years. After inspecting the jacking system, it appeared still in a good condition, and we consistently advised the new owner about future maintenance and inspections.



THE VALUE OF REMOTE ACCESS

Jacking systems, X-Y skidding systems and cranes supplied in recent years are equipped with logging PCs and remote access. The data logged for a jacking system includes: leg loads, rig angle, jacking speed, brake operation, position of operator controls, and motor torque or current. This information is useful for the owner's records. Furthermore, if an operational problem arises a GustoMSC

engineer can access the logging system remotely and the data can help determine the cause of the problem and options for its resolution. In many cases our engineer can find a solution without visiting the platform. Hence remote access can save our clients significant time and costs.

A case study Fixing a lagging leg

One weekend, a client operating a wind turbine installation vessel with a continuous hydraulic jacking system noticed that one leg lagged behind the others during jacking. They

contacted our Customer Service call centre who routed the call to the duty engineer. The client authorised our engineer to access the logging PC of the jacking system and view the history files. The data indicated that one of the hydraulic valves was probably faulty and our engineer recommended its replacement. This valve was included in the kit of recommended spares carried on the vessel and the client was able to replace it immediately. This is a good example of how remote access can avoid the need for an engineer to visit an installation, thus increasing uptime and saving costs.