



KONGSBERG

THE 6 STEP JOURNEY TO DIGITALIZATION WITH VESSEL INSIGHT



STEP 1. HIGH LEVEL DIGITALIZATION ASSESSMENT: UNCOVERING CUSTOMER NEEDS AND FIT WITH VESSEL INSIGHT

- High level look at customers digital maturity level
- High level look at pain points and needs
- Identify fit with Vessel Insight's value offering

STEP 2. PLUG AND PLAY INSTALLATION OF VESSEL INSIGHT

- Subscription is signed
- A dedicated customer success resource is assigned to customer to follow throughout the digitalization process
- Deployment of hardware
- Installation by vessel crew with support from Kongsberg Digital
- Data streaming to cloud with hours, after installation
- Access to applications in Kognifai Marketplace



STEP 3. DIGITAL WORKSHOP: JOINT DEVELOPMENT OF 6-MONTH PLAN

- A deeper dive into customer's digital maturity
- Joint development of 6-month plan
- Identify 1-3 use cases
- Identify KPIs
- Appointment of dedicated resource on both sides: from Kongsberg Digital's customer success team and from the customer side

STEP 4. 6-MONTH SUCCESS REVIEW

- Customer and customer success representative from Kongsberg Digital assess results compared to 6-month plan
- Questions that will be answered are:
 - What did we achieve?
 - Did we reach our set KPIs?
 - What can be improved?
 - How can it be improved?

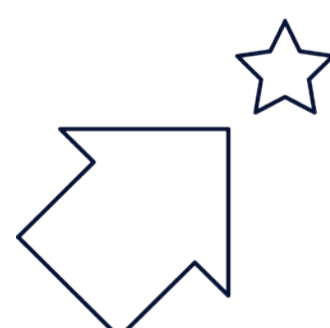


STEP 5. BROAD IMPLEMENTATION AND ADOPTION

- Continuous follow-up and guidance by the dedicated customer success representative
- Develop plan for broad adoption in organization, including key learning points from the 6-month review
- Change management assistance
- Help with ensuring adoption in organization
- Training personnel to ensure maximum output of services provided

STEP 6. CONTINUOUS SUCCESS FOLLOW-UP

- Continuous follow-up and guidance by the dedicated customer success representative
- Plan for new work stream for deeper digitalization
- Identify new KPIs and ensure implementation of relevant applications
- Automatic software updates
- Continuous information about new relevant applications in the Kognifai Marketplace that address customer's KPIs



GET IN TOUCH!

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or visit kongsbergdigital.com/solutions/vessel-insight