K-SIM® DP

DYNAMIC POSITIONING SIMULATOR SYSTEM
MAXIMIZING PERFORMANCE
DP OPERATOR TRAINING
STANDARDS & REGULATIONS

K-Sim DP is certified according to both Nautical Institute (NI) "Dynamic Positioning Accreditation and Certification Scheme Standard of 1st January 2017" and DNV GL’s "DNV-GL-ST-0033:2014-08 Maritime Simulator Systems". NI and DNV GL have defined requirements to the simulators according to Class A, B and C, whereas the different classes must fulfil different requirements for physical realism, equipment and behavioural realism as well as to the operating environment in the simulator.

For the DP Offshore Training Scheme:
- DP Induction course requires the use of a NI-C DP simulator with a maximum of two students per console
- DP Simulator course requires a NI-A or NI-B DP simulator with a maximum of four students per simulator
- Sea-time reduction course requires NI-A full mission DP simulator. Completion of this intensive simulator course is counted as 30 days sea-time onboard a DP vessel
- Revalidation course requires a NI-A or NI-B DP simulator. Through this course DPOs with insufficient sea-time can revalidate their NI DPO certificate.

For the Shuttle Tanker Training Scheme:
- DP Induction course requires the use of a NI-C DP simulator with a maximum of two students per console
- DP Simulator course requires a NI-A or NI-B DP simulator with a maximum of four students per simulator.
- Shuttle tanker training course B requires NI-A full mission DP simulator.


KONGSBERG DP simulators are certified by DNV GL according to their Standard DNVGL-ST-0033:2014-08 "Maritime Simulator Systems".

Training providers certified by DNV GL offer various simulator training courses, e.g.:
- DPO Start
- DPO Experience
- DPO Specialization Shuttle Tanker/Offshore Loading
- DPO Specialization Advanced Operations
- DPO Specialization Rig

Test centres certified according to DNVGL-ST-0032 "Test Centre for Certification of Personnel" provides assessment and testing of competencies in full mission simulators, e.g.:
- DPO Cert. Exam. Shuttle Tanker/Offshore Loading
- DPO Cert. Exam. Advanced operations
- DPO Cert. Exam. Rig

With KONGSBERG full mission DP simulator, also shuttle tanker simulator training according to Statoil and Oil & Gas UK requirements can be offered by qualified training centres.
DP TRAINING SIMULATOR SOLUTIONS
TAILORED TO TRAINING STANDARDS

K-Sim DP offers great flexibility to fit a wide range of training objectives. The simulator has the necessary fidelity and realism required for engineering, training and mission planning, as well as assessment of existing or new crews, where various challenging operations can be studied, evaluated and optimized safely in the simulator.

KONGSBERG offer several tailored K-Sim® DP solutions in compliance with all the latest training regulations.

Currently we provide three levels of DP simulators:
- K-Sim® DP, Basic
- K-Sim® DP, Advanced
- K-Sim® DP, Maneuvering

K-Sim DP Basic - Class C
K-Sim DP, Basic is a limited task simulator for instrumentation or blind DP maneuvering, joystick maneuvering and position keeping.

The system is compliant with Nautical Institute DP Simulator Class NI-C and DNVGL class C (DP), featuring:
- K-Pos user interface with the same information and settings that can be found onboard a K-Pos equipped vessel
- Automatic position-keeping (including position change and heading change), Follow Target-, Autopilot- and Auto Track Modes
- Simulated vessel behavior
- Simulated position-reference systems and sensors
- Simulated thruster performance
- Adjustment of simulated wind and current

K-Sim DP Advanced - Class B
K-Sim DP Advanced is a multi task simulator capable of simulating DP operations in a realistic and fully equipped ship’s bridge environment, with visual presentation of the surrounding area of operation. This simulation solution accommodate instrumentation or blind DP maneuvering, joystick maneuvering and position keeping.

The system satisfies Nautical Institute DP Simulator Class NI-B and DNVGL class B (DP), featuring:
- K-Pos user interface with the same information and settings that can be found onboard a K-Pos equipped vessel
- Automatic Station-keeping including position change, heading change, autopilot and auto track
- Manual joystick operation
- Simulated vessel behavior
- Simulated position-reference systems and sensors
- Simulated thruster performance
- Adjustment of simulated wind and current
- For the ultimate realism in training, the K-Sim® DP Advanced can be fully integrated with KONGSBERG position reference systems and third party products, as well as various bridge equipment found onboard different offshore vessels.

K-Sim DP Maneuvering - Class A
K-Sim DP, Maneuvering is a full mission simulator capable of simulating Dynamic Positioning (DP) operations in a realistic and fully equipped ship’s bridge environment. It includes the capability for visual presentation of near offshore installations, DP maneuvering, joystick maneuvering and position keeping.

The system satisfies Nautical Institute DP Simulator Class NI-A and DNVGL class A (DP), featuring:
- K-Pos user interface with the same information and settings as onboard a K-Pos equipped vessel
- Automatic Station-keeping including position change, heading change, autopilot and auto track
- Manual joystick operation
- Simulated vessel behavior
- Simulated position-reference systems and sensors
- Simulated thruster performance
K-Sim DP offers great flexibility to fit a wide range of training objectives. The simulator has the necessary fidelity and realism required for engineering, training and mission planning, as well as assessment of existing or new crews, where various challenging operations can be studied, evaluated and optimized safely in the simulator.


Each of the two regulatory bodies have defined requirements to the simulator systems according to defined Class A, B and C depending on the physical realism, equipment and behavioural realism as well as to the operating environment in the simulator system.

Currently we provide three levels of DP simulators:
- K-Sim® DP, Basic (Class C)
- K-Sim® DP, Advanced (Class B)
- K-Sim® DP, Maneuvering (Class A)

K-Sim DP Basic - Class C
K-Sim DP, Basic is a limited task simulator for instrumentation or blind DP maneuvering, joystick maneuvering and position keeping.

The system is compliant with Nautical Institute and DNV-GL Class C and featuring:
- K-Pos user interface with the same information and settings that can be found onboard a K-Pos equipped vessel
- Automatic position-keeping (including position change and heading change), Follow Target-, Autopilot- and Auto Track Modes
- Simulated vessel behavior
- Simulated position-reference systems and sensors
- Simulated thruster performance
- Adjustment of simulated wind and current

K-SIM DP BASIC

K-SIM DP ADVANCED
K-Sim DP Advanced - Class B
K-Sim DP Advanced is a multi task simulator capable of simulating DP operations in a realistic and fully DP equipped ship’s bridge environment, with visual presentation of the surrounding area of operation.

Fully compliant with NI and DNV GL's Class B requirements, K-Sim DP Advanced features:
- K-Pos user interface with the same information and settings that can be found onboard a K-Pos equipped vessel
- Automatic Station-keeping including position change, heading change, autopilot and auto track
- Manual joystick operation
- Simulated vessel behavior
- Simulated position-reference systems and sensors
- Simulated thruster performance
- Adjustment of simulated wind and current
- Optional full integration with reference systems and various bridge equipment found onboard different offshore vessels.

K-Sim DP Manouvering - Class A
K-Sim DP, Maneuvering is a full mission simulator capable of simulating Dynamic Positioning (DP) operations in a realistic and fully equipped ship’s bridge environment. It includes the capability for visual presentation of near offshore installations, DP maneuvering, joystick maneuvering and position keeping.

K-Sim DP Manouvering is compliant with NI and DNV GL’s DP simulator requirements and features:
- K-Pos user interface with the same information and settings as onboard a K-Pos equipped vessel
- Automatic Station-keeping including position change, heading change, autopilot and auto track
- Manual joystick operation
- Simulated vessel behavior
- Simulated position-reference systems and sensors
- Simulated thruster performance
- Adjustment of simulated wind and current
OUR MISSION
We shall earn the respect and recognition for our dedication to provide innovative and reliable marine electronics that ensure optimal operation at sea. By utilising and integrating our technology, experience and competencies in positioning, hydroacoustics, communication, control, navigation, simulation, and automation, we aim to give our customers The Full Picture.

The Full Picture yields professional solutions and global services that make a difference enabling you to stay ahead of the competition.

OUR PHILOSOPHY
Our success depends on the success of our customers. Actively listening to our customers and truly understanding their needs, and then translating these needs into successful products and solutions is central to achieving our goal.

Our people are the key to our success and we empower them to achieve. Working together in a global network of knowledge, guided by our values, engenders innovation and world class performance. Every day we have to think a little differently, because every client is unique. We aspire to translate the imagination and dedication of our staff into successful technologies and solutions. Our commitment is to add value to your operations by providing you with The Full Picture.

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MAXIMIZING PERFORMANCE IN CRITICAL OPERATIONS

Built on KONGSBERG’s advanced DP technology
With 40 years of experience gained from 4000 Dynamic Positioning systems in operation, KONGSBERG has established itself as a pioneer and industry standard within the DP industry. The same unique experience, knowledge and equipment are transferred and used in our DP simulator, K-Sim® DP, making it possible to offer our customers a totally integrated simulator from one supplier.

Enables DP training on all levels to promote safety
Integrates with KONGSBERG K-Pos Dynamic Positioning (DP) systems, K-Sim DP supports DP training on all levels, including operator training according to DNV GL and Nautical Institute’s standards.

K-Sim DP is the perfect tool to build competency to promote safety and secure profitability in operations. It provides a virtual, yet fully realistic training environment, where mistakes can become lessons learnt without risking damage to people, vessels, equipment and the environment.

With K-Sim DP, crew and operators are able to:
- learn and practice standard procedures
- exercise effective communication and best practice
- enhance team skills & understanding
- develop attitudes and emergency preparedness
- practice emergency scenarios
- pre-simulate demanding operations prior to a mission

Compliant with standards & regulations
- IMCA M117 “Guidelines for Training and Experience of Key DP Personnel”
- DNV GL’s standard DNVGL-ST-0033 "Maritime simulator systems"
- Nautical Institutes (NI) standards for Dynamic Positioning training
- OSVDPDA Simulator Standards version 2
- IMCA Guidance on the Use of Simulators; C 014 Rev.4

Classroom training with K-Sim DP Basic simulators at Kalmar Maritime Academy, Sweden
KONGSBERG offers several tailored K-Sim DP solutions in compliance with requirements in Nautical Institute’s (NI) “Dynamic Positioning Accreditation and Certification Scheme Standard” and DNV GL’s “DNV-GL-ST-0033 Maritime Simulator Systems”.

Each of the two regulatory bodies have defined requirements to the simulator systems according to defined Class A, B and C depending on the physical realism, equipment and behavioural realism as well as to the operating environment in the simulator system.

Currently we provide three levels of DP simulators:
- K-Sim® DP Basic - Class C
- K-Sim® DP Maneuvering - Class B
- K-Sim® DP Maneuvering - Class A

K-Sim DP Basic - Class C
K-Sim DP Basic is a limited task simulator for instrumentation or blind DP maneuvering, joystick maneuvering and position keeping. The system is compliant with Nautical Institute and DNV GL Class C and featuring:
- K-Pos user interface with the same information and settings that can be found onboard a K-Pos equipped vessel
- Automatic position-keeping (including position change and heading change), Follow Target-, Autopilot- and Auto Track Modes
- Simulated vessel behavior
- Simulated position-reference systems and sensors
- Simulated thruster performance
- Adjustment of simulated wind and current

K-Sim DP Maneuvering - Class B
K-Sim DP Maneuvering - Class B is a multi task simulator for instrumentation or blind DP maneuvering, joystick maneuvering and position keeping. The system satisfies Nautical Institute DP Simulator Class NI-B and DNV GL class B (DP), featuring:
- K-Pos user interface with the same information and settings that can be found onboard a K-Pos equipped vessel
- Automatic Station-keeping including position change, heading change, autopilot and auto track
- Manual joystick operation
- Simulated vessel behavior
- Simulated position-reference systems and sensors
- Simulated thruster performance
- Adjustment of simulated wind and current
- Optional full integration with reference systems and various bridge equipment found onboard different offshore vessels
- A visual system is included to increase realism and learning outcome. The visual system will normally have a field of view of 180 degree horizontally. The visual system for Class B will be able to be panned 360 degree.

K-Sim DP Maneuvering - Class A
K-Sim DP Maneuvering - Class A is a full mission simulator capable of simulating Dynamic Positioning (DP) operations in a realistic and fully equipped ship’s bridge environment, K-Sim DP Maneuvering - Class A is compliant with NI and DNV GL’s DP simulator requirements and features:
- K-Pos user interface with the same information and settings as onboard a K-Pos equipped vessel
- Automatic Station-keeping including position change, heading change, autopilot and auto track
- Manual joystick operation
- Simulated vessel behavior
- Simulated position-reference systems and sensors
- Simulated thruster performance
- Adjustment of simulated wind and current
COMPLIANT WITH DP OPERATOR TRAINING SCHEMES

**DP Training possibilities**

K-Sim DP is designed to support operations, test procedures, increase competence and minimize errors in demanding DP operations.

Examples of scenarios that can be realistically

**For the DP Offshore Training Scheme:**
- DP Induction course requires the use of a NI-C DP simulator with a maximum of two students per console
- DP Simulator course requires a NI-A or NI-B DP simulator with a maximum of four students per simulator
- Sea-time reduction course requires NI-A full mission DP simulator. Completion of this intensive simulator course is counted as 30 days sea-time onboard a DP vessel
- Revalidation course requires a NI-A or NI-B DP simulator. Through this course DPOs with insufficient sea-time can revalidate their NI DPO certificate.

**For the Shuttle Tanker Training Scheme:**
- DP Induction course requires the use of a NI-C DP simulator with a maximum of two students per console
- DP Simulator course requires a NI-A or NI-B DP simulator with a maximum of four students per simulator
- Shuttle tanker training course B requires NI-A full mission DP simulator.

The DNV GL DPO Training Scheme comprises of training and competency assessment with extensive use of simulators, refer DNVGL-RP-007 “Certification Scheme for Dynamic Positioning Operators” and DNVGLST-0023 “Competence of Dynamic Positioning Operators”.

KONGSBERG DP simulators are certified by DNV GL according to their Standard DNVGL-ST-0033 “Maritime Simulator Systems”.

Training providers certified by DNV GL offer various simulator training courses, e.g.:
- DPO Start
- DPO Experience
- DPO Specialization Shuttle Tanker/Offshore Loading
- DPO Specialization Advanced Operations
- DPO Specialization Rig

Test centres certified according to DNVGL-ST-0032 “Test Centre for Certification of Personnel” provides assessment and testing of competencies in full mission simulators, e.g.:
- DPO Cert. Exam. Shuttle Tanker/Offshore Loading
- DPO Cert. Exam. Advanced operations
- DPO Cert. Exam. Rig

With KONGSBERG full mission DP simulator, also shuttle tanker simulator training according to Statoil and Oil & Gas UK requirements can be offered by qualified training centres.
CONFIGURATION AND INTEGRATION
OPTIMIZING THE LEARNING EXPERIENCE

The worlds most advanced simulator
K-Sim DP simulators are specially designed to train in best practice and to build competence even for demanding operations. It integrates an advanced physics engine, which in addition to advanced hydrodynamic modelling, allows vessels, objects and equipment to behave and interact realistically, which is extremely important for making competence training adaptable to real life operations.

Equipment and Configuration
K-Sim DP Maneuvering - Class B comprises a dual redundant K-Pos DP operator console and a DP controller and an independent joystick system. These systems are connected to an instructor station with dedicated operator functions to control the various vessel settings and introduce various levels of faults to occur in the exercise. The realism and quality of the training increases by extending the simulator with a visual scene and by adding bridge equipment. This will allow more procedural training and new types of courses.

The K-Sim DP Maneuvering - Class A includes a K-Sim Navigation or K-Sim Offshore simulator with RADAR/ARPA, ECDIS, a visual scene up to 360°, a dual redundant K-Pos system and an independent joystick system, cJoy. The simulator design is available either as an aft bridge or a forward bridge. For the ultimate realism, it can be fully integrated with KONGSBERG position reference systems, third party products and various bridge equipment typically found onboard different offshore vessels.

Reference systems
The position reference systems are vital components in a DP system and play an important role during simulator based training. K-Sim DP models are delivered with a variety of reference systems and KONGSBERG provides both interfaces to real reference systems used onboard and emulated SW solutions. Below are a presentation of our K-Sim DP models with an overview of the reference systems available for the different models.

Kongsberg Challenger II
The simulated vessel model is a multipurpose Inspection, Maintenance & Repair Vessel. The vessel is developed according to IMO DP Class 2 with an option to upgrade to class 3 if requested.

LOA 108,70 m
Beam 23,00 m
Max draft 7,80 m
Dead weight 5500 t
Speed 14 kts
Reference syst. DGPS, HPR/HiPAP, RADius, Fanbeam

Kongsberg Britannia II
The simulation model is as a crude oil DP shuttle tanker with capability for turret mooring and tandem operation. The model is designed for IMO DP Class 2.

LOA 264,70 m
Beam 42,50 m
Max draft 15,50 m
Min draft 7,10 m
Dead weight 123600 t
Reference syst. DGPS, Rel DGPS (DARPS), HPR/HiPAP, RADius, Fanbeam, Artemis

Kongsberg Alpha Semi II
This is a simulated deep-water semi-sub drilling rig model. The model is designed for IMO DP Class 2, but can include Posmoor ATA and be upgraded to meet IMO DP Class 3.

LPP 114,50 m
Beam 89,00 m
Transit draft 8,0 m
Operational draft 20,00 m
Dead weight 23500 t
Speed 7,5 kts
Reference syst. DGPS and HPR/HiPAP
Power Management System
Knowledge and operational experience of the Power Management System (PMS) is vital for DPOs. A comprehensive PMS is available for K-Sim DP's advanced offshore vessel and rig models. Here, the DPO can monitor vessel systems and practice how to take appropriate action during power failures. A blackout of main electrical power to thrusters or the vessel control system is a critical situation. From experience and incident data onboard DP vessels, it is clear that training of operators against correct routines and procedures on board is vital to understand the vessel's power and thrust redundancy. The K-Sim DP instructor can act engineer and has full access to the vessel's power plant and distribution system. He may introduce errors, additional and unexpected load as well as full breakdown.

By integrating K-Sim Offshore with K-Sim Engine, it is possible to run a complete exercise and include marine engineers, who can experience high voltage switchboard configurations with realistic scenarios related to the Diesel Generators (DG) and Switchboard behavior.

Simulation of Offshore Operations
K-Sim simulators enable simulation of specific operations including HAZOP/HAZID (hazard and operability/identification studies), concept studies and engineering. To support operations, test procedures, increase competency and to minimize errors, and thereby reducing occurrence and ultimately the cost of incidents during DP operations. Examples of offshore operations involving extensive use of DP that can be realistically simulated:
- Offshore loading operations; tandem FPSO/FSO, buoy loading CALM (catenary anchor leg mooring), OLS (offshore loading systems) and SAL (single anchor loading System).
- Loading and tug assistance
- Offshore operations; supply-, construction- and subsea & dive support vessels etc.
- Semi-submersible/drilling vessel station keeping with use of DP during drilling operations
- Emergency maneuvering

KONGSBERG DP simulators provide training for most types of DP vessels and configurations including supply vessel, anchor handler, subsea/IRM vessel, wind generator installation vessel, shuttle tanker, drillship and semi-submersible rig. Additionally KONGSBERG has developed several customer specific ship models with corresponding DP and hydrodynamic models.

Integrated team training
For operations in environments where human error can have devastating effects, it's often required to train essential crew in the same scenario. K-Sim DP supports interdepartmental crew training through interface to other K-Sim simulators, including: Navigation, Offshore Crane, Engine and Dynamic Positioning. The integrated solution enables focus on vital human factors such as:
- communication
- situational awareness
- leadership and supervision
- interaction and team-work
- decision making
- awareness of stress and fatigue

K-Sim DP enables a vast amount of training possibilities and customized course offerings according to international standards, including Bridge Resource Management (BRM) and Crew Resource Management (CRM).
INSTRUCTOR SYSTEM
FOR EXERCISE CONTROL & ASSESSMENT

Intuitive & efficient pedagogical tool
Designed with the user experience firmly in focus, K-Sim DP’s instructor system provides the instructor with a powerful and efficient tool to design, control and assess customized exercises.

Capabilities:
• customization of menus and pages for enhanced flexibility and user experience
• modified ECDIS chart as starting point for easily creating a geographical area for the exercises
• intuitive drag & drop function for choosing ship models and all other variables to create the exercise
• advanced Seagen GIS (Geographical Information System) tool for simple importing of third party environmental data such as current, tide, wave and wind to create optimum realism
• control of the student station configuration to define what information should be accessible to students
• control of simulator actions derived from input variables and malfunctions, that can be initiated instantaneously, or pre-programmed as part of the exercise, e.g., extreme weather conditions, power blackout, or loose/stuck wire in the winch
• guidance and feedback possibilities through triggers and e-coach messages during the exercise
• control of men on deck as well as the ability to play the role of a tow master, winch- or crane operator to accommodate enhanced team and communication training
• underwater view to observe the realistic behaviour of chains, wires and anchor below the water to monitor the student’s performance
• stop, go back and resume simulation for guidance
• automatic recording of the simulated scenario and all parameters for full replay

Evaluation & assessment system
Evaluation of students can be incorporated as part of the exercise with trigger events, e-coach messages and scores drawn from performance. The entire simulated scenario with all variables is automatically recorded during the exercise. Review and debriefing can include replay of the entire exercise, or a selected segment from any point in the exercise in order to focus on a specific learning objective. The instructor system also features an advanced assessment system for ensuring optimal training and feedback standards.

K-Sim instructor system provides an efficient and user-friendly tool for basic and advanced training scenarios
EFFICIENT INSTRUCTOR TRAINING
TO START UP AND STAY AHEAD

Optimize the use & maintenance of your simulator
KONGSBERG believes that investing in people’s abilities is the key to achieving a long-term success. We therefore offer our customers a range of courses designed for optimize the operational use of our simulator systems:

- K-Pos DP Familiarization
- K-Sim DP Application
- K-Sim Navigation / K-Sim Offshore
- K-Sim Engine / K-Sim Cargo
- K-Sim Maintenance

Instruction & assessment courses
As a supplement to simulator operator training, KONGSBERG offer your instructors courses in instruction and assessment:

- The Art of Instruction course gives a basic understanding of the concept of learning and the factors that promotes the learning process. It is based on IMO model course 6.09 and approved by DNV GL.
- The Art of Assessment course provides knowledge and understanding of the concept of assessment and how assessment is necessary to enhance the learning process. The course is based on IMO model course 6.10 and approved by DNV GL.

Certification program for DP instructors
With more than 30 years of experience with NI training scheme, we are proud to also offer a comprehensive training and assessment program of DP instructors. This is an additional service supporting training centers in accreditation and certification of their DP instructors according to NI DP Accreditation and Certification Standard, January 2017.

Additional start-up services
For new DP training centers, KONGSBERG provides a courseware package for DP Induction and DP Simulator courses. The courseware package can include exercises, instructor manual, training manual, charts, vessel data, capability plots etc. In addition, we can offer advisory services, coaching and support during the NI accreditation and certification process of instructors and training center.

Tailored to your specific needs
In addition to standard scheduled courses, we offer tailor made courses specially designed to meet your specific training requirements. When tailoring courses, we aim to deliver practical, interactive and results-oriented training to ensure that the knowledge gained is immediately applicable in the work situation.

Book a course: For overview of courses, training sites, availability and booking of courses, please contact: maritimesimulation.sales@kdi.kongsberg.com
LIFE CYCLE SUPPORT

Designed to purpose – maintained to last
Our life cycle management service will assist our customers throughout all the phases, from design to installation and during the operational life time.

Solid in-house competence, both in system design and user competence enables us to provide solutions that are fit to purpose and thus yields efficiency in operation.

Our system is designed with maximum flexibility, which makes it easy to add new functionality or complete new control segments thus enable us to offer up-grades step by step meeting your changing requirements.

We take pride in knowing that KONGSBERG will give your training an additional competitive edge by:
- Increased system reliability
- Competitive life-cycle support
- Easy up-grade solutions

World-class support program
KONGSBERG’s customer support program provides world-class flexible system support to our global simulation system customers. The Long Term System Support Program (LTSSP) consists of three different levels of support: Basic, Priority and Premium Customized Care.

Each support level offering is designed to address the customer’s needs. Investing in an LTSSP ensures that your simulation system is always current and operating at peak capacity; and provides the assistance you need in order to deliver the best simulation training available.

Training
Qualified personnel are one of your major assets in efficient and safe operations. Thus, we offer modular training courses to instructor and technical personnel.
GLOBAL CUSTOMER SUPPORT

We are always there, wherever you need us. KONGSBERG’s customer services organisation is designed to provide high-quality, global support, whenever and wherever it is needed. We are committed to providing easy access to support and service and to responding promptly to your needs. Support and service activities are supervised from our headquarters in Norway, with service and support centres at strategic locations around the globe – where you are and the action is.

As part of our commitment to total customer satisfaction, we offer a wide variety of services to meet individual customers’ operational needs. KONGSBERG’s support 24 is a solution designed to give round-the-clock support. For mission-critical operations, KONGSBERG support 24 can be extended to include remote monitoring. We can adapt the level of support needs by offering service agreements, on-site spare part stocks and quick on-site response arrangements.

Global and local support

We provide global support from local service and support facilities at strategic locations worldwide. Service and support work is carried out under the supervision of your personal account manager, who will ensure that you receive high-quality service and support where and when you need it.

Your account manager will ensure continuity and work closely with your personnel to improve and optimise system availability and performance. Under the direction of your account manager, and with a local inventory of spare parts, our well-qualified field service engineers will be able to help you quickly and effectively.

CONTACT US

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