

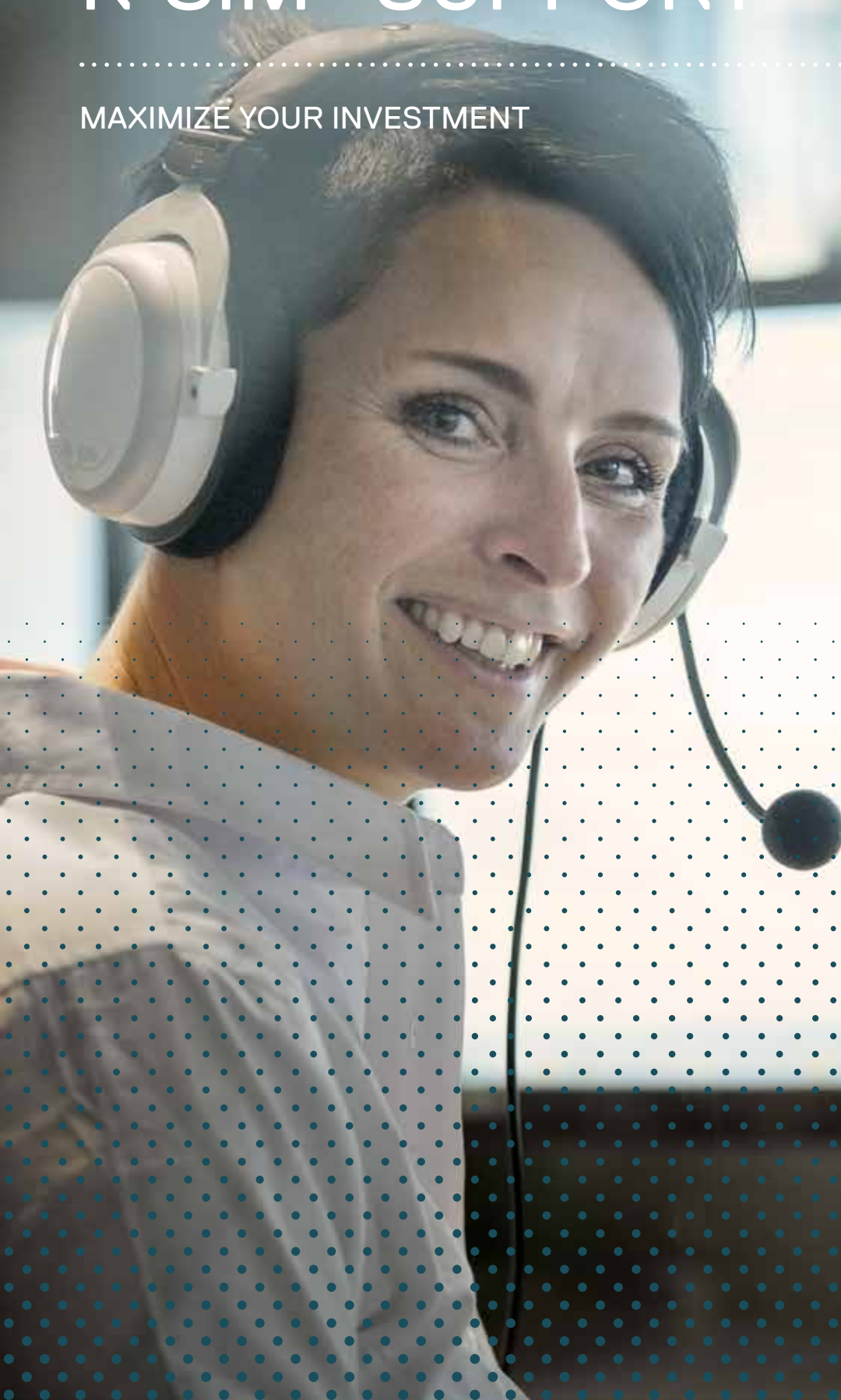


KONGSBERG

# K-SIM<sup>®</sup> SUPPORT

.....

MAXIMIZE YOUR INVESTMENT



# MAXIMIZING PERFORMANCE BY PROVIDING THE FULL PICTURE

## 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.

## CONTENTS

.....

WE MAXIMIZE YOUR INVESTMENT .....	3
K-SIM SUPPORT SERVICES .....	4
LIFE CYCLE MANAGEMENT, LONG TERM SYSTEM SUPPORT PROGRAM .....	6
STAY AHEAD, JOIN OUR PRODUCT TRAINING .....	8
USER FORUMS, CREATING THE FUTURE TOGETHER .....	9
DIRECT CONTACT POINTS FOR SUPPORT .....	10

# WE MAXIMIZE YOUR INVESTMENT

---

## **We are by your side**

At KONGSBERG, we endeavour to work in close partnership with our customers - from project initiation, to installation and throughout the simulator system's operational lifetime.

For promptly responding your support needs, our Global Support 24/7 team works from several locations around the world - whenever and wherever you need support.

In addition, we also have a dedicated K-Sim Support team providing service and support assistance specifically for simulator users. This team provides scheduled service and support as well as on-site emergency assistance.

## **World Class Support Program**

To ensure your simulator system is always current and in line with the latest industry standards, we recommend our Long Term Service Support Program (LTSSP).

The LTSSP gives you a predictable annual cost throughout the simulator's lifetime. The program can be adaptable to different support levels depending on the assistance you need in order to maximise your investment.

**KONGSBERG** takes pride in knowing that we will give your simulator investment an additional competitive edge by:

- Global 24/7 support
- Increased system reliability
- Continuous life-cycle support
- Easy upgrade solutions

*We are by your side - KONGSBERG's Global Support Centers provide support 24/7*



# K-SIM SUPPORT SERVICES

---

The KONGSBERG K-Sim Support concept consists of a range of customised service- and support activities. Depending on your needs, you can choose:

- On-call assistance at standard service rates
- Long Term System Support Program (LTSSP), with the benefits of getting a quick response, scheduled updates and a predictable annual cost.

## Global Support 24/7

KONGSBERG's network of support centres, are always ready to provide technical and operational assistance for all product lines. Enquiries are registered by our support desk, solved on-line, or through a scheduled on-site visit.

## On-call site visit

In case of a technical challenge that needs a quick response, our dedicated service engineers are ready to provide support at your training facility on short notice.

## Scheduled visit

If you sign up for a LTSSP with Premium level, we will in addition provide regular visits, in order to maintain and update your simulator system according to industry standards and your individual needs.

## Software update

Our products are continuously improved in line with new technology developments and industry requirements. With a LTSSP Premium support level, you are always guaranteed access to software updates on an annual basis.

## PC hardware update

All our simulator systems have flexible design and can be extended with additional hardware step by step. PC hardware updates are offered to customers at a competitive cost. The LTSSP's Premium support level enables regular updates that will maximise your system's performance.

## Customer Web Portal

For easy access to support and maintenance information, we offer you access to a Customer Web Portal. Here you will find current status of your support case, information about new software updates, course overview and other activities available for our customers.





KONGSBERG

1075  
8.1  
1075

elctronics

cJoy

ALL-ARCTIC PERFORMANCE & 500

# LIFE CYCLE MANAGEMENT THROUGH LONG TERM SYSTEM SUPPORT PROGRAM

## Long Term System Support Program

As part of our K-Sim Support concept, KONGSBERG offers a Long Term System Support Program (LTSSP), which makes it easier to predict annual maintenance and service costs.

At an agreed annual rate, you will get scheduled support and annual software updates that will keep your system at optimum performance throughout its life span.

Our team has extensive knowledge of your system, which enables us to proactively inform you about recommended services, modifications and available updates.

The LTSSP concept includes three pre-defined levels of support, targeted to your individual needs:

- Basic
- Priority
- Premium

## Basic

The Basic Support level gives you access to helpdesk and basic support. With this level, you will get information about the latest product news and access to software downloads to facilitate troubleshooting.

Services included in Basic support level:

- 24/7 global telephone support
- Access to a Customer Web Portal for information on new product releases and software downloads
- Online tracking of reported support requests

## LTSSP level comparison table

Services Included:	LTSSP levels*		
	Basic	Priority	Premium
24/7 global phone support	fee based	Included	Included
Access to a Customer Web Portal	Included	Included	Included
Online tracking of reported support requests	included	Included	Included
Free attendance at KONGSBERG's User Conference		2 persons	2 persons
Assigned service technician		Included	Included
Remote assistance & diagnostics		Included	Included
Emergency escalation procedure		Included	Included
Guaranteed availability of spare parts		Included	Included
Spare part discount		Included	Included
Scheduled on-site visit			Optional
On-call visit			Optional
Simulation system software update			Optional
PC hardware update			Optional
Extended hardware warranty			Optional
Scheduled training			Optional
3rd party system software update			Optional
System extensions and upgrades			Optional

## Priority

This support level includes an assigned service technician who has extensive knowledge of your system and your utilisation of it, ensuring efficient troubleshooting of your reported service issues.

Services included in Priority support level:

- All services in the Basic support level
- Free attendance at the annual KONGSBERG Simulator User Conference for 2 persons
- Assigned service technician
- Remote assistance and diagnostics
- Emergency escalation procedure
- Guaranteed availability of spare parts
- Spare part discount

With availability 24/7 and remote assistance, this support level enhances the stability and uptime of your simulation system.

## Premium

Premium offers the highest level of support and is customised to your needs. In addition to the benefits offered by the other support levels, KONGSBERG, proactively collaborates with you to continuously develop your simulation system.

Through planned activities during the service contract period, the simulation system will be updated with the latest software release and new hardware, if this is included in the agreement.

All services in the Basic and Priority support levels are included in the Premium support level, in addition you may choose among different support options.

Service options in Premium support level:

- Scheduled on-site visit
- On-call site visit
- Simulation system software update
- PC hardware update
- Extended hardware warranty
- Scheduled training
- 3rd party system software update
- System extensions and upgrades



# STAY AHEAD

## JOIN OUR PRODUCT TRAINING

---

### Develop your potential

Investing in people's abilities is the key to achieving long-term success. Our K-Sim Support concept comprises training courses for effective use and maintenance.

With training centres located around the world, we provide regular and tailored courses for your individual needs. Regular scheduled simulator courses include:

### K-Sim Navigation/K-Sim Polaris/K-Sim Offshore

- Operator Course
- Advanced Operator Course
- Maintenance Course
- Hydrodynamic Modelling Course
- Exercise Area Modelling Course

### K-Sim Engine and K-Sim Cargo

- Operator Course
- Maintenance Course
- Model Specific Course

### K-Sim Dynamic Positioning (K-Pos DP)

- Operator Course
- Maintenance Course

### The Art of Instruction & Assessment courses

As a supplement to simulator operator training, we 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. The Art of Assessment course provides knowledge and understanding of the concept of assessment and how assessment is necessary to enhance the learning process. Both courses are based on IMO model course 6.09 and 6.10 and approved by DNV GL.

### Tailored to your specific needs

In addition to standard scheduled courses, we offer tailor made courses specially designed to meet your specific training requirements. These can be delivered to your team at your own premises if you prefer.

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

Please visit KONGSBERG's web site to see the schedule of courses. You can also book customised courses through this web portal: <https://trainingportal.km.kongsberg.com>





# USER FORUMS CREATING THE FUTURE TOGETHER

---

## Enhancing simulation competence

KONGSBERG strongly believes in collaboration and partnership with customers. Each year we invite our customers to a User Conference with the aim of bringing people together to share experience and ideas and thus enhance the collective knowledge of the international simulation community.

## Exchange of experience & new ideas

Attending a KONGSBERG Simulator User Conference is an excellent way to interact and network with other users.

During the conference, you will experience KONGSBERG simulator customers presenting ideas related to utilisation of our simulator systems, both within common pedagogical training as well as for special operations, engineering and research purposes.

## Stay updated on latest trends and product news

Several maritime organisations are represented. You will receive news about industry standards, regulations and training trends, as well as the latest news on Kongsberg Maritime's products, services and software releases.

## Building the future together

You will meet KONGSBERG employees, from Sales Managers to R&D and Product Managers, as well as Customer Support engineers. By taking part and contributing to workshops, you can become a proactive part in shaping tomorrow's simulation technology.

*Every year, we gather simulator users for the annual KONGSBERG Simulator User Conference with the purpose of exchanging experience and new ideas, driving technology and competence further.*



# DIRECT CONTACT POINTS FOR SUPPORT

---

**Main contact point for Global Support 24/7** (providing support for all Kongsberg Maritime product lines)

**Kongsberg Maritime AS**

Address: Kirkegårdsveien 45, 3616 Kongsberg, Norway

Switchboard: +47 815 73 700

24/7 phone: +47 33 03 24 07

E-mail: [km.support@kongsberg.com](mailto:km.support@kongsberg.com)

**Direct contact with local support centres**

(specialized in support of the K-Sim product lines)

**Kongsberg Maritime AS**

Address: Bekkajordet 8a, 3189 Horten, Norway

24/7 phone: +47 33 03 24 07

Switchboard: +47 33 03 20 00

E-mail: [km.support.simulation@kongsberg.com](mailto:km.support.simulation@kongsberg.com)

**Kongsberg Maritime Holland BV**

Address: Edisonweg 10, 3208 KB Spijkenisse, Netherlands

24/7 phone: +31 181 623611

E-mail: [km.support.holland@kongsberg.com](mailto:km.support.holland@kongsberg.com)

**Kongsberg Maritime Hellas SA**

Address: 7 Gravias street, 185-45 Piraeus, Greece

24/7 phone: +30 694 32 22 407

Switchboard: +30 211 10 45 300

E-mail: [km.support.hellas@kongsberg.com](mailto:km.support.hellas@kongsberg.com)

**Simrad Spain S.L.**

Address: Partida Torres no 38, 03.570 Villajoyosa, Spain

24/7 phone: +34 96 681 01 49

Switchboard: +30 211 10 45 300

E-mail: [km.support.spain@kongsberg.com](mailto:km.support.spain@kongsberg.com)

**Kongsberg Maritime Simulation Inc.**

Address: 170 Leonard Drive, Groton CT 06340,  
United States of America

24/7 phone: +1 504 712 7906

Switchboard: +1 860 536 1254

Email: [km.support.mystic@kongsberg.com](mailto:km.support.mystic@kongsberg.com)

**Kongsberg Maritime Pte. Ltd.**

Address: 81 Toh Guan Rd East, #04-01/02 Secom Centre,  
608606 Singapore, Singapore

24/7 phone: +65 986 22 881

Switchboard: +65 641 16 400

E-mail: [km.support.singapore@kongsberg.com](mailto:km.support.singapore@kongsberg.com)



# GLOBAL SUPPORT

---

We are always there, wherever you need us. KONGSBERG 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 Support 24/7 is a solution designed to give round-the-clock support. For mission-critical operations, KONGSBERG Support 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.

## SUPPORT 24/7

Call +47 33 03 24 07  
E-mail: [km.support@kongsberg.com](mailto:km.support@kongsberg.com)

KONGSBERG MARITIME  
Switchboard: +47 815 73 700  
E-mail sales: [km.sales@km.kongsberg.com](mailto:km.sales@km.kongsberg.com)

[km.kongsberg.com](http://km.kongsberg.com)



KONGSBERG