In the autumn of 2011 the ferry operator Viking Line approached ABB to help them find a cost-efficient and reliable service solution for their new ferry being built at STX Turku in Finland. The ferry will have a demanding operating schedule with one-hour turnaround time in port, providing a challenge for maintenance and on-site repair work.

The short turnaround time in port requires a high level of service predictability and efficiency. Viking Line therefore wanted a service solution that would ensure prompt help in case of equipment failure. In addition they required online technical services to support onboard maintenance crew with remote equipment monitoring and troubleshooting.

Viking Line needed a solution which would ensure prompt help in case of equipment failure, in addition to online technical support for the crew

**Priority Support - a perfect match**

ABB's modular Service Contract concept gives the flexibility to tailor agreements to address individual customer and vessel needs. The concept has three basic contract levels:

- Priority Support,
- Preventive Service
- Performance Optimization.

After going through Viking Lines requirements, we agreed on a solution that suited the customer's needs perfectly. ABB will provide a combination of services, in the form of a Priority Support service contract together with RDS4Marine remote diagnostic services.

Under the Priority Support contract Viking Line will receive:

- A dedicated account manager
- Quick response from ABB in case of equipment failure
- Priority access to ABB's 24/7 technical support and spare parts service
- Training for the crew using ABB's e-Learning package

ABB will also plan the recommended spare packages to include modular spare part units. These will support one-hour stops and will help the crew carry out repairs onboard.

With the addition of RDS4Marine, Viking Line will gain a secure on-demand data connection with qualified ABB service experts for remote system monitoring, analysis and troubleshooting. This enables the crew to resolve problems without ABB's on-site attendance.

The new M/V Viking Grace will be one of the most environmentally-friendly ferries ever built and will operate on a heavily trafficked route between Finland and Sweden.

**The new ferry will be serviced under a Priority Support service contract.**

**Enhanced operational security**

The Service Contract comes into effect as soon as the new ferry starts operations, planned for January 2013. This combination of services for a unique vessel is an excellent example of tailoring ABB's services to meet the needs of a valued customer. Viking Line is satisfied that this agreement and close, long-term collaboration with ABB will provide security for the operation of the new ferry.
For more information please contact Marine Services:

Brazil
Phone: +55 11 3688 8294

China
Phone: +86 21 23288866

Denmark
Phone: +45 65 47 70 70

Finland
Phone: +358 10 22 21999

France
Phone: +33 4 96158283

Germany
Phone: +49 180 5222580

Greece
Phone: +30 693 7075236

India
Phone: +91 80 22948746

Italy
Phone: +39 010 2752 311

Japan
Phone: +81 3 57846056

Korea
Phone: +82 51 621 5777

Netherlands
Phone: +31 10 407 8867

New Zealand
Phone: +64 9 356 2160

Norway
Phone: +47 916 17 373

Russia
Phone: +7 8152686534

Singapore
Phone: +65 9820-8018

South Africa
Phone: +27 314656077

Spain
Phone: +34 915819907

Taiwan
Phone: +886 2 85127318

United Arab Emirates
Phone: +971 2 4932000

United Kingdom
Phone: +44 1224 592123

USA
Phone: +1 954 874 47 00

www.abb.com/marine