Customized service agreement ensures maximum uptime for Greek ferry operator, Hellenic Seaways

When Greek ferry operator Hellenic Seaways selected the newest and most comprehensive offering from ABB Turbocharging, the Turbo LifecycleCare service agreement, the benefits were clear. The agreement guarantees reliable maintenance of its passenger and freight ferry services in the Aegean and Adriatic Seas.

The true cost of downtime
Hellenic Seaways provides passenger and freight ferry services in the Aegean and Adriatic Seas operating over 20 vessels, which connect a network of over 35 ports in the region.

Vessel delays can cause irreparable damage. Potential risks include serious damage to a company's reputation, along with unanticipated variable expenses, such as customer compensation claims. There may also be an urgent need to find alternative transport for stranded passengers. In today’s environment, maximizing uptime and delivering the very best service possible for customers are a must to secure business and customer confidence.

To ensure maximum availability and the continuous smooth sailing of their vessels, Hellenic Seaways opted for the ABB Turbo LifecycleCare service agreement. The agreement with ABB would deliver a customized service to meet their operational needs. The ABB Turbo LifecycleCare agreement provides the uptime guarantee required by Hellenic Seaways and in turn potentially eradicate any downtime costs.

With the high volume of traffic in the Hellenic Seaways operating areas, particularly during the high season, any delays in vessel operation can potentially harm the company’s reputation, but also incur unexpected additional costs, due to customer compensation claims and the urgent need to find alternative transport for stranded passengers.

Reputation is paramount when operating services such as those of Hellenic Seaways. When dealing with high volumes of individual consumers, the company’s reputation can be damaged almost instantaneously; with the click of a mouse or the swipe of a smartphone, customers can now instantly share their approval or disapproval of services. The loss of existing customers and potential future customers can be unquantifiable, a risk which all companies look to avoid.

Tailored service agreement for individual customer needs
In offering personalized support, ABB worked closely with Hellenic Seaways to ensure ongoing optimal fleet performance during a detailed needs assessment. Actual operation hours and the equipment scheduling needs of the customer were thoughtfully considered, including visits to ports, overhauls and peak periods.

“Fostering a collaborative relationship with customers ensures ABB has a deep understanding of their business needs, enabling consistently reliable servicing that is responsive and targeted,” said Mr Bosma.

The Turbo LifecycleCare service agreement delivers regular and flexible turbocharger maintenance for
optimum performance, reducing the chance of a potential turbocharger malfunction affecting uptime.

This combined with ABB’s approach to package plans that match the budget and business of the customer made ABB the ideal choice for Hellenic Seaways to ensure maximum vessel availability and cost control.

The benefits of long-term service agreements
Cost control is a constant issue for operators so long-term agreements offer costs predictability and peace of mind. High performance turbocharging, with predictable maintenance costs removes uncertainties, making Turbo LifecycleCare highly appealing for Hellenic Seaways. However, the benefits go beyond that of predictable spend. These agreements also provide peace of mind to the operator that maintenance will be performed quickly and to a high standard. The customized approach to these agreements gives the customer a ‘priority service’, providing a guaranteed timescale for repair which transfers the risk from the operator to the supplier, ABB Turbocharging.

Hellenic Seaways' Turbo LifecycleCare agreement with ABB covers the 16 ABB TPL 69-A30 turbochargers on two passenger ferries – the Nissos Chios and the Nissos Mykonos. The uptime guarantee, which is tailored for Hellenic Seaways needs, ensures that ABB will return the turbochargers to full operation within the agreed number of hours should unexpected incidents happen. This includes the time for the engineer to arrive onsite, plus the time to resolve the problem. Excessive wear and tear as well as all spare parts are also covered within the agreement.

This customized approach from ABB will maximize uptime and reduce the chance of unwelcome surprises.

The result
Hellenic Seaways can now rely on a provider to supply consistently high performing turbochargers, predictable budgets and increased peace of mind.

“We have already had experience of a similar maintenance contract with our ship Highspeed VI, where we saw the advantages, such as a stable budget, no surprises throughout the year, immediate reaction from the local ABB team when needed and many others. But what makes the new agreement we recently signed with ABB more attractive is the guarantee that within 20 hours the turbochargers will be back in operation, when unexpected incidents happen.”

Mr. Sotiris Pateromichelakis, Purchasing Manager, Hellenic Seaways

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Solution</th>
<th>Outcome</th>
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<tbody>
<tr>
<td>• Technical problems can cause delays and disrupt ferry operations</td>
<td>• Outsourced service and maintenance to ABB through a long-term agreement.</td>
<td>• Predictable budgeting</td>
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<td>• Financial losses due to potential compensation claims and expensive alternative transportation</td>
<td>• Selection of Turbo LifecycleCare for broad scope, quality and customization.</td>
<td>• Reduction in downtime</td>
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<tr>
<td>• Reputational loss due to customer dissatisfaction</td>
<td>• Uptime guarantee with agreed time lines frame for fixing problems.</td>
<td>• Reassurance of both high performing turbochargers, and high-quality maintenance satisfied customers</td>
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<td>• Alternative service agreements do not target uptime specifically.</td>
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