

Star Cruises chooses predictability and operational security Long term Service Contract signed for SuperStar Virgo

SuperStar Virgo is a unique vessel, purpose-built for cruising in South East Asia. When the operator, Star Cruises, was looking for ways to rationalize maintenance and secure stable profitable operations, they chose a Preventive Service™ contract in cooperation with ABB. The contract was signed on October 31st, 2012.

Star Cruises, together with Norwegian Cruise Line, is the third largest cruise operator in the world, with a combined fleet of 18 ships visiting over 200 destinations in the world. The company has been a pioneer in the development of cruising in the Asia-Pacific region.

Preventive Service™

For SuperStar Virgo, the Preventive Service™ contract level proved to be the ideal basis for developing a suitable service package which precisely meets Star Cruises' needs. This is the second level of pre-defined selections from the modular service contract concept available to customers, delivering agreed technical services at a fixed annual price.

A Preventive Service™ contract provides long-term cost savings and a predictable maintenance budget

The Preventive Service™ level includes preventive maintenance aimed at increasing reliability and extending equipment life through scheduled maintenance procedures and pre-planned service visits. A long-term approach to maintenance and a reduction in unpredictable costs makes budgeting easier. Furthermore, discounted service rates apply for spare parts, training services and all on-call visits, although the contract reduces the likelihood of unexpected failures.

One-stop-shop

Star Cruises wanted to consolidate their service operations and avoid spending a lot of time and effort coordinating many small service providers to take care of vessel maintenance. As a "one-stop-shop" service provider, ABB is able to provide services for a wide scope of equipment, including rotating machines, switchgear, transformers, drives and automation.



ABB will have a close service partnership with Star Cruises and SuperStar Virgo for the next five years.

By signing a service contract, Star Cruises is able to capture ABB's certified and trained engineers to maintain equipment. They have priority access to ABB marine service engineers in response to service and maintenance requests, through Technical Support services. Service contracts ensure effective communication and transparency, and emphasize the ease of doing business with ABB Marine.

Star Cruises has priority access to ABB engineers in response to service and maintenance requests, through Global Technical Support services

Five year contract

For Star Cruises, this Preventive Service™ contract will provide security to their operations and support long-term asset management, as well as gain them preferred status through close collaboration with ABB. The contract period starts on January 1st 2013 and it is valid for five years.

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