Enhancing fleet performance by working in partnership
You talk. We listen.
When you talk...

"With some 150 ABB turbochargers across our entire fleet, we want to avoid ad hoc or unplanned service and maintenance which would result in unpredictable costs and unpleasant surprises."

"Moreover, we want a simple and straightforward process of managing the turbochargers across our fleet. We are also working towards a fleet-wide, zero breakdown goal and need a partner that can help us achieve this."

**Stolt Tankers, Rotterdam**

"As one of the world’s leading marine operators, we have a large fleet. We therefore need an efficient and cost-effective way of managing service and spares for the 300-plus turbochargers used across our container vessels."

"We also need to reduce downtime as much as possible by anticipating potential problems."

**COSCO Shipping, China**

"We want our employees to focus on their strengths which is providing excellent ferry services to our customers. We therefore need maintenance to be handled efficiently and effectively by the experts."

"Our situation is even further complicated as each vessel is different with numerous turbocharger types. It would be a challenge to have our people manage these complexities. We want them to focus on providing superb customer services."

**MCM Ferry, France**

...we listen

Every vessel is different. Every engine has its own bespoke operating profile. Every customer is an individual with their very own daily challenges.

And because of this, every turbocharger needs to be looked after in its own, special way. Only then can its operating performance remain in tip top condition.

**Customized service for long-term asset value**

We listen to your desire to lower operational costs. We hear how important it is to maximize the time between overhauls and in so doing, lowering downtime. Only by actively listening to your daily challenges and understanding your exposure to risk, can we devise the perfect servicing regime for your turbocharger.

More importantly, we continually listen. This allows us to adapt the turbocharger’s servicing needs so that you continue to get the best fuel savings, longest time between overhaul (TBO), highest uptime and most efficient cost control.

By listening to our customers, we have learned a lot. We understand what’s driving your business.

As such, we have learned the importance of a well-structured and personalized service agreement that delivers the performance levels your turbochargers, engines and vessels deserve.

**Our word is our bond**

An agreement like this can only be reached with total collaboration between us. A collaboration that is built on trust and one which fosters loyalty.

With an ABB service agreement, our word is our bond and we will fulfil the many promises that we make to you. We will track your engines performance; we will predict any potential issues; and we will suggest remedies that keep your vessels on course. All while ensuring that costs are kept under control.

After all a turbocharger serviced to its original performance specification, by the company that invented turbochargers, gives unrivalled confidence that you are maximizing the value of one of your most important assets.
We oversee your entire maintenance...

We want to support your turbocharger for a reason: to make sure it contributes to your profit through fuel savings, uptime and reliability. Here’s some of the services we’ve developed following user feedback.

Maintenance planning
- ABB takes over responsibility for maintenance management, planning and budgets, letting the user focus on other priorities.
- Planning considers actual operation hours and equipment scheduling needs, such as visits to ports, overhauls and peak periods, thereby minimizing downtime.

Original spare parts
- Dealing with spare parts and equipment upgrades or replacements is a full-time job. ABB knows your business intimately and can recommend the most cost-efficient way forward.

Predictable budget
- A service partnership agreement offers total peace of mind by avoiding any financial surprises.
- Budget control is a key benefit that is achieved based on our planning and taking over the overall service operations.

Maximum efficiency and productivity
- We ensure your equipment functions according to its original efficiency and reliability specification, translating into lower fuel consumption and higher uptime.

Keeping you informed
- If a customer wants to retain servicing themselves, yet have access to ABB’s experts as and when needed, that can be arranged. ABB will inform the user of an approaching service event and prepare a quotation.

Priority and proactive scheduling
- An agreement gives the user preferential treatment, providing a guaranteed timescale for repair and a discount on spare parts and labor.

Industry 4.0 and Big Data
- Predictive maintenance using real data from turbochargers in service to determine future maintenance schedules.

Tailored to specific engine needs
- Knowing the short, medium and long term demands of your vessel helps ABB tailor a turbocharger servicing schedule specific to the needs of every engine.

Eliminate your risk
- Transferring your turbocharger servicing to ABB is one less worry to distract the daily running of your business. An agreement prevents ad-hoc servicing which leads to unpredictable budgeting and even unpleasant surprises.

Service engineers that know your business
- Knowing what drives your business, our engineers can anticipate any maintenance requirements, long before they become costly nightmares.

Total cost of ownership
- Knowing your vessel’s every move, ensures that issues are resolved quickly thereby increasing availability, while reducing operating costs.

...so you can focus on what matters

A growing number of shipowners and managers from around the globe have agreed to let us look after their turbochargers. Having the global reach of ABB means we are never far from your vessels, thereby maximizing availability and uptime, saving time and costs.
Rapid response, 24 hours, 365 days

100+ years' experience in inventing, commissioning and servicing turbocharger

35,000 ABB turbochargers managed under customized service agreements.

1,200 qualified specialists working to identical standards, speaking your language and in your time zone, working with your currency and the local legal system

98% spare parts availability

Spare parts available within 48 hours at every airport

100+ service stations in 50+ countries

Strength in numbers
A partnership with benefits

“...We tried this concept many times with other companies. Many claimed they can do it, but ABB Turbocharging is the only one that delivers what they promised. This has to do with their large number of service stations and the clear internal business philosophy.

“We have achieved our position as the leading operator of chemical and parcel tankers by ensuring the safety and reliability of our fleet to meet the highest standards set by our customers and regulatory authorities. We expect ABB Turbocharging to continue supporting us in maintaining this position and to gain more in terms of efficiencies. We aim to exceed the current 15 percent reduction in maintenance costs already achieved, and we also believe with the guarantees offered by ABB within this agreement, that we can realize our zero breakdowns goal across our entire fleet.”

Stolt Tankers, Rotterdam*

“...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 and immediate reaction from the local ABB team when needed. 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.”

Hellenic Seaways, Greece

“...The contract ensures that any potential turbocharger problems are not allowed to mature, thereby minimizing overall vessel downtime. The agreement gives COSCO reassurance that ABB’s knowledge of its turbocharger products will help improve planning and management of the overall servicing needs.”

COSCO Shipping, China

“...Our goal is to actively support the operations of our customers and help them improve efficiency and productivity. We take over the responsibility for maintenance management, plans and budgets so our customers can focus on their core business, while we deploy our expertise to look after their turbocharger installations.”

ABB Turbocharging

Let’s talk...

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