

SERVICE LEVEL AGREEMENTS

Service and Maintenance agreements to ensure reliability of your Marine Environmental Monitoring Systems and Equipment.

KEY BENEFITS

- Choose the level of service that's right for you
- Trusted and experienced marine engineers
- Emergency call outs
- Out of hours remote support
- Annual maintenance, periodic calibration
- Quality and reliability assured
- Improve resilience



A Service Level Agreement from **OceanWise** provides consistent, reliable servicing and maintenance for your environmental monitoring systems and sensors. Undertaken by experienced, trusted engineers and backed up with our expert support and advice.

Regular maintenance and calibration not only means the system will continue to be reliable and provide accurate data, but components will last longer and your return on investment will be maximised.

With our help you can achieve:

- Heightened confidence in your systems and equipment
- Avoidance of component or equipment failure
- Reduced premature equipment replacement
- Maximised return on investment
- Improved situational awareness
- Maximised system uptime
- Reliable data

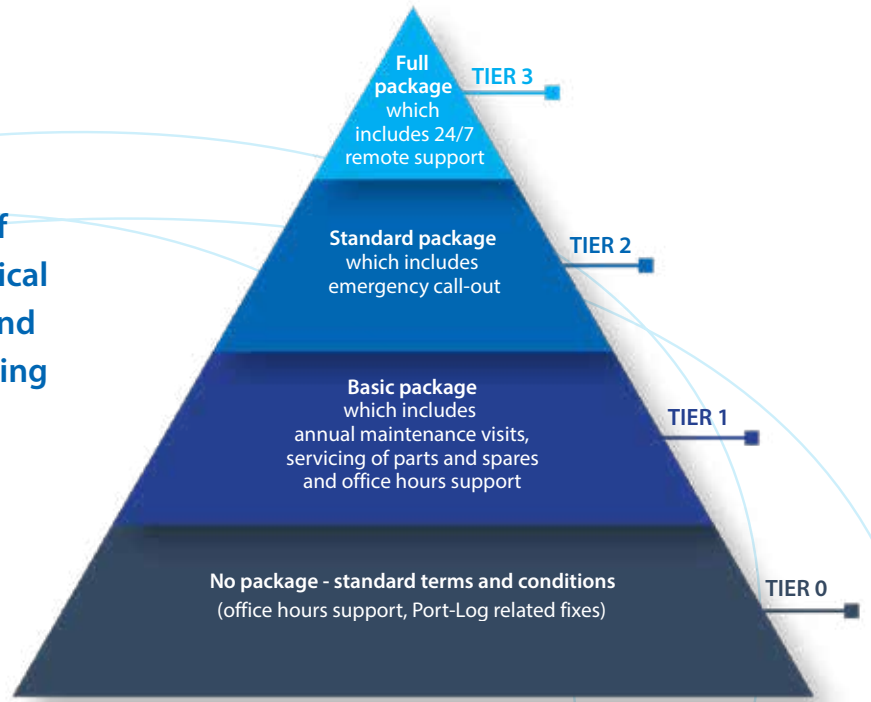


**We can help assist you at any stage of your project.
Simply contact us.**

Choose your level of cover

“ We are very happy with the service level agreement ... we get the best of both worlds really, the nimble technical specialists at the end of the phone and delivering operationally critical sensing and information. ”

R Bird, Peel Ports Group



	TIER 0	TIER 1	TIER 2	TIER 3
Diagnose problem	✓	✓	✓	✓
Remote Support		✓	✓	✓
Annual Maintenance Visit		✓	✓	✓
Service Parts & Spares		✓ <i>Recommended</i>	✓	✓
Sensor Calibration*		✓ <i>Recommended</i>	✓	✓
Geodetic Levelling*		✓ <i>Recommended</i>	✓	✓
Office Hours Support		✓	✓	✓
Emergency Call-Out**			✓	✓
Out of Hours Support***				✓

*Calibration/levelling of installed equipment. ** For issues that cannot be resolved remotely or easily by the Client's onsite personnel.

***Outside UK Office Hours (which are 0900-1730 Mon-Fri, excluding Bank Holidays).



Protect your investment in your marine assets and keep them delivering the data you need when you need it

Let the marine data experts take care of your environmental monitoring system and equipment with our Service Level Agreement.

Contact: info@oceanwise.eu
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www.oceanwise.eu