

# Wärtsilä Online

24/7

Anytime



Anywhere



Any Device

**A PLATFORM TO OPTIMISE YOUR EVERYDAY OPERATIONS**

KORMARINE 19-22 OCTOBER 2021

**SUNG CHAN LEE**  
**GM, SALES EXCELLENCE & COACHING**  
**SALES DEVELOPMENT**

# WÄRTSILÄ ONLINE IS A **SECURE AND RELIABLE PLATFORM** FOR COLLABORATING WITH WÄRTSILÄ QUICKLY, DIRECTLY AND TRANSPARENTLY.

## Commerce

- Illustrative Spare Parts Catalogue
- Parts Price & Leadtime
- **Quotation/Order** History
- Quotation/Order Status
- Quotation & Order in PDF
- Track & Trace Delivery
- Invoices
- VAT Statements

## Vessel Details

- Maintain Running Hours
- Review Equipment details
  - Warranty period
  - Agreement period

## Technical Documents

- Bulletins
- Manuals
- Spare Part Catalogues
- Field Services Work Reports
- Frequently Asked Questions
- Software
- Technical Reports

## Maintenance Insights\*

- Visualized engine availability data
- Asset diagnostic reports
- Fluid management reports

\*Requires Expert Insight in connection with a lifecycle agreement

## Support

- **Technical Support**
- Warranty Support
- Spare Part Claims
- Wärtsilä Online Support

# WHY CHOOSE WÄRTSILÄ ONLINE?



## Increased transparency

See your request **history**, **track** the status of your **orders**, and access up-to-date **technical documents** and **spare parts pricing and availability**.



## Streamlined processes

**Send requests directly** to the right Wärtsilä team and stay informed by subscribing to personalised digests and notifications.



## Improved Collaboration

Easily comment on open technical requests and spare part and warranty claims, and quickly update equipment information such as running hours.

# HOW DOES IT WORK? **PROCURE SPARE PARTS**

Customers with a high volume of transactions can also use one of our Digital Commerce Solutions.  
[Reach out to us for more information](#)



# HOW DOES IT WORK? TECHNICAL SUPPORT

Can't find the answer you need? Wärtsilä Online has a dedicated team to answer your questions, with **access to a complete history of all previous support requests** concerning your company and installations. You can also register **warranty claims, track the resolution progress and see a full history of your claim activities.**



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## **Euronav Ship Management (Hellas) Ltd**

**Traditional procurement via email or phone is typically inefficient, inflexible, time-consuming and potentially prone to human error.** As an independent tanker company, we found a better way to manage our procurement process: simultaneously using Wärtsilä Online, as well as the SERTICA marine procurement system integrated directly with Wärtsilä's digital procurement platform.

*Spilios Iliopoulos, Senior Group Category Buyer, Euronav Ship Management (Hellas) Ltd.*

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## **Antigua Power Company**

Through Wärtsilä Online we can quickly check availability and the prices of spare parts. This caters for an efficient maintenance planning.

*Mr. Calid Hassad, Managing Director for Antigua Power Company Ltd.*

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## **Matanuska Electric Association**

We've got 60,000 people relying on our power. Wärtsilä Online has sped up the parts procurement process tremendously. This helps us to keep the plant operational 24/7.”

*Bob O'Neill, Maintenance Supervisor at Matanuska Electric Association's Eklutna Generation Station.*



# TRY WÄRTSILÄ ONLINE TODAY

[wartsila.com/wartsila-online](https://wartsila.com/wartsila-online)

Approach one of our team members for a demo on Wärtsilä Online or send us an email at [demo.request@wartsila.com](mailto:demo.request@wartsila.com) for a virtual demo during a later date.

**THANK YOU!**  
감사합니다.