**Wärtsilä’s digital service revolution**

***Schiedam, January 29th 2018******– The dynamics of information technology have a major impact on the maritime industry. Wärtsilä is a major player who has understood this well. The multinational is developing, from a top-class supplier of engines and propellers, among other things, into a state-of-the-art maritime company with an intelligent and safe service system for the maritime industry. Director Wärtsilä Service Unit Benelux Henk de Jong tells the story, from his office on the Wärtsilä quay in Schiedam in the middle of the port of Rotterdam.***

*What characterises the Wärtsilä service system?*

*‘Our customers can now log in online 24 hours a day and view all details of their installations, including manuals and warranties, to order parts and spare parts. If you run into something, you can define the problem online and find instructions to solve it, or place an order. If that does not work, you'll be referred, also after office hours, to our Customer Support Centre. You don't have to go through sales or your contact at Wärtsilä first. As a customer, you have full control over your service, day and night.’*

*Is this a Dutch service from Wärtsilä?*

*‘Wärtsilä is setting up Customer Support Centres worldwide. Soon, you will be able to contact a service representative at any time of the day - or night. This means that the follow-up of your report will be set in motion very quickly. Thanks to our wide product range and fast shipping, you can quickly resume your work, wherever you are. Unless you are at the South Pole, for example, in which case you might have to be patient for a while longer.’*

*Are customer data safe online?*

*‘We are developing smart marine ecosystems, with the emphasis on smart. In the same way that we link all vital components together on a vessel, we also link our database to the customer’s system. Tailormade, so you, as a customer, can have optimal control. We use a safe route: we give our customers access to our information; the customer does not have to make any data available. Thanks to this exchange, as a customer you know that you get the right parts and you immediately know what the solution will cost and what the conditions are. All that without time-consuming quotation processes.’*

*That sounds like a completely different way of working.*

*‘Indeed, we are developing from being a hardware supplier to becoming a market leader in knowledge, and we are focussing our investments on data. This era is very dynamic; we are always looking for the right solution. On a corporate level, and for our customers. However, this digital transformation requires us to employ people in a different way. That is why we are constantly looking for specialists: technicians, buyers and coordinators that can handle the current digital dynamics. Mere digital skills are not enough - you really have to feel the challenge in the innovation shift we make.’*

*Are customers ready to take this step?*

*‘The insight you need to move forward lives with many parties. Large customers sometimes ask me how we do this, delivering that kind of service from Schiedam. We have our own quay here, where Dutch and foreign vessels moor, right next to our workshop and our sales and service office. At this location, we can serve everyone. But thanks to the digital transition, the world is much bigger than our quay; much bigger even than the entire port of Rotterdam. Digitisation enables us to provide our services all over the world. This is a real revolution in service.’*

**Links**

* Foto’s <https://we.tl/BNOOB1IxXm> (link is geldig tot 5 februari 2018)
* Wärtsilä Online Services <https://www.wartsila.com/wartsila-online-services>
* Wärtsilä Konnect <https://www.wartsila.com/services/support/wartsila-konnect-b2b-solution>
* Wärtsilä vestiging in de Rotterdamse haven <https://www.wartsila.com/nld/over/contact/schiedam>

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