

Customer Service

One call and you get the fix

Highest performing service network

Customized coordination and support

Original spare parts sales

Continuous training program



More than 200 Service Stations Worldwide

Excellence in customer service

In a service case, saving time saves money.

Therefore, Raytheon Anschutz offers customers excellent worldwide support around the clock, with highest first time fix rates and fully transparent service coordination and service status reporting. Those underway can rely on a dedicated point of contact with access to the manufacturer's know-how and a global network of more than 200 continuously trained service stations each day.



BENEFITS AT A GLANCE

- Central service coordination reduces customer's administrative workload ashore
- Technical support for early diagnostics and successful servicing (with highest first time fix rate)
- Large global, excellent service network
- High availability of original spare parts
- Remote diagnosis option
- Reduced vessel downtime
- Optimized total cost of ownership

HOW DO WE SECURE THE BEST RESULTS FOR CUSTOMERS

Customers have a central point of contact for any service matters. Skilled service coordinators offer customized support and ensure high transparency during the entire process – to keep customers' administrative time, effort and costs ashore at a low level.

An experienced team of in-house experts has in-depth maker's know-how about Raytheon Anschutz' navigation systems – backed by a close cooperation with R&D, project management and production. This allows us to send out a technician with the right spares and clear instructions on hand.

Worldwide the large network of subsidiaries and service partners – who are trained continuously through professional hands-on qualification programs – and a sophisticated spare part supply chain provide the base for successful service attendance at moderate cost.

Today, we can successfully fix more than 90% of all service calls with the first visit onboard. The customer benefits: Reduced vessel downtime, and overall reduced cost for service and maintenance.





CENTRAL SERVICE COORDINATION

- Central service point for all products delivered
- 365/24/7 via the hubs in Singapore, Germany and Panama
- Personal support ensures transparency and regular status updates
- Highly skilled technical supporters and remote diagnosis infrastructure
- Maker's knowledge about various generations of navigation systems
- Customized service options such as maintenance contracts

GLOBAL NETWORK

- Worldwide network for short distances and quick reaction times
- Sophisticated continuous spares logistic with A/B/C depots
- Inventory analysis to guarantee high availability of spares
- Regular training courses for worldwide service partners
- Continuous performance evaluation programs
- Intensive specialist training for service partners



GLOBAL NETWORK

With more than 200 trained service stations around the world and own senior field technicians at the hubs of Singapore, Germany and Panama, Raytheon Anschutz maintains one of the world's largest maritime service networks.



Visit our website to contact the Raytheon Anschutz service:
<http://www.raytheon-anschuetz.com>

365|24|7 - CUSTOMER SERVICE

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Service Center Panama	+507 66727676

MAKER SUPPORT AND ORIGINAL SPARE PARTS

As a manufacturer, Raytheon Anschutz can provide a variety of maintenance and lifecycle services. These include long-term based update und logistic services, including obsolescence management, regular software updates as well as customer specific updates and shore-based maintenance. Tailor-made retrofit and upgrade suggestions round out the portfolio for total lifetime support.

The use of original spare parts ensures quality and thus optimal performance without expensive follow-ups and without risk of trouble with port state control.



Visit our website for latest information about Raytheon Anschutz customer services:

<http://www.raytheon-anschuetz.com/customer-service>

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