



## MACS3 MAINTENANCE & SUPPORT CONTRACTS

The full operational readiness of the loading computer is essential for safe cargo transport and effective loading/unloading operations on board a vessel. Ensure proper handling and smooth workflow through tailor-made MACS3 maintenance & support (M&S) contracts.

MACS3 M&S contract is an **ideal complement to your software** endeavoring first-level support and a wide range of additional services, mitigating downtime and boosting productivity.

**User Support** | Benefit from customized expert support per email, telephone or remote access in accordance to the specific needs and agreed hour contingent per vessel.

**Software Updates** | Ensure free purchase of software updates in case of e.g. bug fixing and outdated version, upon request by the owner.

**Economical Benefits** | Contract partners profit from a range of financial benefits including discounts for dangerous goods (DG) updates onboard as well as for corresponding office versions, and discount for additional MACS3 modules and warranty extension on configured hard drive disk from one to three years.

**Vessel Profile Changes** | The team of experienced naval architects provides a wide range of adjustment services to vessel profiles in accordance with owner-specific operational requirements upon request.

**Crew Training** | The MACS3 M&S contract is accompanied by an integrated „E-learning Program for Container Vessels“ to train the ship crew in efficient MACS3 handling.

A transparent ticket management platform enables owners to monitor the status of ticket processing and document the ticket history. In addition, standard support reporting allows further analysis. Finally, contract partners can rely on consistent documentation in case of owner change.

### BENEFITS AT A GLANCE

- ✓ Calculable maintenance & support costs through flat-rate calculation as per agreed contract period
- ✓ Minimization of downtimes by maintaining a continuous workflow
- ✓ Secure financial advantages for further MACS3 modules



## SCOPE OF SERVICE

### REMOTE TECHNICAL SUPPORT

- ✓ Remote technical support and troubleshooting by phone and email
- ✓ Troubleshooting by remote computer access
- ✓ Providing Q&As after software update
- ✓ Support for MACS3 hardware
- ✓ Basic support for 3rd party hardware
- ✓ Installation support

### ADMINISTRATION SERVICES

- ✓ Software updates to latest MACS3 version provided as download link or on compact disk (CD)
- ✓ Delivery of documents such as test loading conditions, certificates, etc.
- ✓ Delivery of backup software
- ✓ Transparent ticket management platform for claim monitoring upon request
- ✓ Status reporting upon request

### VESSEL PROFILE CHANGES

- ✓ Update IMDG Document of Compliance (DoC) certificate
- ✓ Adding freeboard marks
- ✓ Update reefer positions
- ✓ Adding container types and slots
- ✓ Adjustments of modifications such as wave breaker, hatch cover, high cube container stowage to the ship-specific profile
- ✓ Providing documentation of technical and design vessel data, e.g. bonjean data

### E-LEARNING SUPPORT

- ✓ Technical support during the commissioning phase (installation and enabling for kick-off usage) of the e-learning application



## PACKAGING

MACS3 M&S contracts can be agreed as per vessel and on an annual basis which is automatically renewed if not terminated within the notice period.

The service fee of the MACS3 M&S contract depends on the size of the fleet.

The service and support described above will be remunerated according to the valid hourly rate based on expenditure in case of a non-existent M&S contract for technical support.

If you have any enquiries or would like to set up an appointment with one of our sales representatives, please call or email us:

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