



STYRIS Line

Services Catalogue



STYRIS Line offers a collection of digital tools and features to effectively maintain and administer your SIGNALIS system, thereby guaranteeing optimum performance and system availability throughout the product life-cycle.

- Catalogue approach
- Standard Tools & Features
- Proactive Maintenance
- Remote System Monitoring
- Regional Hub support
- Mobile applications
- Relentless Customer Support
- IALA VTS 103 Training



Overview

SIGNALIS have implemented a unique digital application to enable efficient two-way Communication and Services via a single portal called **STYRIS Line**.

STYRIS Line allows you to effectively administer and maintain your STYRIS Product regardless of your organization's size or complexity, to achieve the optimum system availability throughout the lifecycle of your SIGNALIS product.

STYRIS Line Line allows you the Customer via a Catalogue approach, to select the most appropriate technical support required to meet your technical and budgetary needs. Providing a single, easy to use program across the SIGNALIS Product families that combines maintenance, product updates, training, Obsolescence Management and world-class 24/7 technical support.

Our Services are delivered via our Teams within Europe, approved SIGNALIS Partners or via our Regional Hubs located in Abu Dhabi, Singapore, Taiwan and China.

Standard Tools & Features

Regardless of the Services selected from the **STYRIS Line** Catalogue the following standard tools and features are available with all SIGNALIS Maintenance Service Contracts.

These Standard tools are: -

- **First Line** – Technical Hotline to SIGNALIS Services,
- **Waypoint** – A Ticketing Tool,
- **STYRIS Line** – Smart Phone Application,
- **STYRIS Line** – Quarterly News Letter,
- **STYRIS Line** – E-Learning,
- **User Conferences** – Invitation / Participation to SIGNALIS User Conferences & Workshops,
- **User Forum** – On-line User Forum Membership.



Leaflets

The **STYRIS Line** catalogue is sub-divided into specific elements which have been designed to encompass the full spectrum of Maintenance Services - these elements, known as 'Leaflets', where appropriate have been digitally transformed to utilize the latest technologies in the provision of Customer Services.

These Leaflets are:

- No. 1 – Warranty extension,
- No. 2 – Health Monitoring Program,
- No. 3 – System Maintenance Support,
- No. 4 – Training,
- No. 5 – Annex A – VTS 103 Training,
- No. 6 – Lifecycle Fee,
- No. 7 – Mid Life Upgrade,
- No. 8 – Turn-Key Operation

Dedicated datasheets defining the content of each Leaflet is available via

www.signalis.com or via services@signalis.com

SIGNALIS Legacy Systems

SIGNALIS remain committed to support our Legacy Systems in accordance with contractual obligations. Rest assured those Customers who have not migrated to one or more of our third generation **STYRIS** product(s) will still profit from our SIGNALIS Services transformation.

Selection of Service

Upon review of **STYRIS Line** Services available you can either complete the matrix detailed below or contact Commercial Services directly services@signalis.com for further information and guidance on selecting the best service to meet your needs.

STYRIS Line Catalog		SIGNALIS	
SIGNALIS is pleased to offer you its STYRIS LINE catalogue. Please select your desired Services.			
STYRIS Line - Standard Services			
all included	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Leaflet #1 - Warranty Extension			
HW Warranty Extension	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Leaflet #2 - Health Monitoring Program			
System Health Monitoring	<input type="checkbox"/> Monthly <input type="checkbox"/> Twice a year	<input type="checkbox"/> Quarterly <input type="checkbox"/> Yearly	
System Condition Monitoring	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Obsolescence	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Leaflet #3 - System Maintenance Support			
Preventative On Site Support	<input type="checkbox"/> Software check up	<input type="checkbox"/> Hardware check up	<input type="checkbox"/> Consumables replacement
On site Support Frequency	<input type="checkbox"/> Quarterly <input type="checkbox"/> Yearly	<input type="checkbox"/> Twice a year <input type="checkbox"/> Other: _____	
Corrective Support	<input type="checkbox"/> Included	<input type="checkbox"/> Daily Rate	
Leaflet #4 - Training			
User Training	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Admin Training	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Maintenance Training	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
V103 Training	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Refresh Training	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Leaflet #5 - Lifecycle Fee			
Lifecycle Fee	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Leaflet #6 - Mid Life Hardware Upgrade			
Mid Life Hardware Upgrade	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Safety & Environmental Protection



SIGNALIS remains committed to meet the key principles of the International Association of Lighthouses Authorities (IALA) for the provision of Safety and Environmental protection of our Systems.

The SIGNALIS Services Directorate remains committed to our Vision of utilizing, creating and digitally transforming two-way communications and service mediums with our Customers. Such transformation increases productivity, reduces number of on-site interventions, minimizes Customer spare holdings and ultimately minimizes our carbon emissions and Environmental footprint at your facilities.

SIGNALIS Safety & Environmental Policies detail our commitment and application to the core principles for H&S and Environmental management. In addition SIGNALIS strictly adheres to your local working policies and instructions when conducting site interventions.

SIGNALIS is a proud partner of the Green Award Foundation, as an Incentive Provider we recognize Green Award Ports. Those ports which hold a Green Award Foundation certification upon contracting SIGNALIS Maintenance services will be given a 12 month free of charge concession for the System Health Monitoring (SHM). Further details are contained within Leaflet 3.

SIGNALIS

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