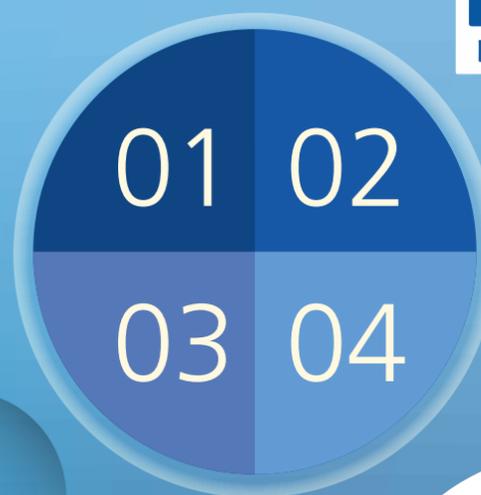


SUPPORT PROCESS

OceanWeb provides IT & Communication services to Superyachts. Technology is rarely problem free and as much as we try to avoid them, issues do sometimes arise. At OceanWeb we pride ourselves in our ability to provide first class support to clients to ensure problems are dealt with efficiently and effectively. This infographic shows our workflow for any support tickets raised.



Receipt of Ticket
Resolution

Brainstorming
Update Client

PROGRESS

OceanWeb engineers track the support tickets on a shared system so that they can all follow ticket progress and provide advice/assistance when required. We have found that this method considerably reduces the time it takes to resolve issues.

From the moment a ticket arrives, to the moment it is resolved, we are committed to providing excellent service.

01

02

03

04

Receipt of Ticket

Support tickets can be created through email or phone by contacting our team of Technical Support Engineers. Alternatively, they are generated automatically when emailing support@oceanweb.com. Our Engineers will then deal with your query on a priority basis.



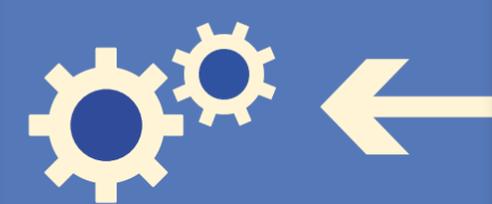
Brainstorming

If an immediate solution isn't apparent then the engineers will either collaborate with colleagues in the Technical Support Team or escalate the issue to their Manager to put together a plan to troubleshoot the issue and come up with a suitable resolution.



Resolution

Once the issue has been properly investigated and a resolution has been determined our Engineer's will, where possible, work via remote access to fix the issue. Alternatively, we will work closely with the crew to talk them through applying the fix.



Update Client

Once the issue has been resolved, the engineers will ensure that the system is properly tested and documented before confirming that the ticket can be signed off.



The engineering team are also alerted to any service connectivity issues via a remote monitoring system, often before the client notices that services are down. This enables the team to immediately begin work on finding a resolution.

The engineers maintain good communication both within the OceanWeb team and with clients throughout this process to ensure that all parties remain up to date on progress.

Find out how OceanWeb can help you with:

- Satellite Communications
- 4G
- Email Hosting
- IT Support
- TVRO & Sky

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COMMUNICATION