



# KVH OneCare™

## Shipside Terminal Installation Service

- A KVH Certified Support Network (CSN) partner is the most cost-effective solution when installing a single piece of stand-alone equipment that does not have critical integration or support requirements.
- A KVH factory managed installation is recommended for customers who have the following unique needs:
  - Require a single point of contact for a multi-site global fleet fit-up
  - Require 24x7 global support for a complex integrated communications system solution
  - Require global installation warranty support should there be a problem
  - Require a deployment option in a remote port where there is no qualified local installer

	Responsibility	
	KVH	Customer
<b>Solution Deployment Work Element:</b>		
Develop solution deployment plan	✓	✓
Coordination with KVH designer regarding communications system solution to be deployed	✓	
Vessel Preparation:		✓
Pedestal fabrication and installation		✓
Hot work for deck and bulkhead penetrations		✓
Bulk cable runs		✓
Electrical services and proper grounding		✓
Certified Support Network (CSN) partner above and belowdecks equipment installation	✓	
Certified Support Network (CSN) partner cable terminations and connections	✓	
Service commissioning	✓	
Certified Support Network (CSN) partner system test	✓	
Certified Support Network (CSN) partner crew training	✓	
Signoff by ship master	✓	
Solution deployment documentation for support purposes	✓	
Establish KVH solution deployment warranty entitlement	✓	

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**World Headquarters**  
 KVH Industries, Inc. · Middletown, RI U.S.A.  
 +1 401.847.3327 · info@kvh.com

**EMEA Headquarters**  
 KVH Industries A/S · Birkerød, Denmark  
 +45.45.160.180 · info@emea.kvh.com

**Asia-Pacific Headquarters**  
 KVH Industries Pte Ltd. · Singapore  
 +65.6513.0290 · info@apac.kvh.com