SOLUTION DEPLOYMENT

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
Solution Deployment Work Element:		
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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