



MORE UPTIME = LESS STRESS

Commercial Marine

VALUECARE
AGREEMENTS



A Rolls-Royce
solution

IN YOUR WORLD, EVERY SECOND COUNTS.

Whether it's uptime or free time, making the most of every moment is what really matters. With us you get the power, performance and peace of mind to do just that. Our digitally connected power systems, wrapped in ValueCare Agreements, make it easy to keep your business running smoothly and reduce total cost of ownership by maximizing uptime, optimizing lifecycle costs and helping you avoid equipment-related business disruptions through preventive maintenance. So go ahead, focus on what matters most to you. And leave the rest to us.



« Our Maintenance and Repair Contract (MARC) with **mtu** (Asia) since 2010 has contributed significantly to more efficient and reliable ferries allowing us to achieve a high operational state of readiness and availability. All thanks to **mtu's** competent and skilled engineering workforce. »

Sebastian Koh
General Manager, Bintan Resort Ferries

SERVICE SOLUTIONS DESIGNED AROUND YOUR PRIORITIES.

ValueCare Agreements make it easy to optimize lifecycle costs, maximize uptime and devote more time and resources to your core business, with tailored solutions to move your business forward.



Bronze

Ensure parts availability and price stability

- Digital connectivity (**mtu** Go Connect) and access to **mtu** Go platform
- Automated delivery of parts (preventive) at a predefined rate based on operating hours
- Preventive maintenance labor options to fit your business needs
- Dedicated support for technical issues
- Quarterly reporting of completed and upcoming maintenance and costs
- Annual on-site engine health check by our technician



Silver

Eliminate unexpected maintenance costs

- Proactive maintenance planning, troubleshooting and remote engine health monitoring
- Fixed pricing per operating hour for maintenance and repairs
- Key corrective maintenance components always in-stock at our main warehouses
- 24/7 standby service with remote technical support
- Quarterly reports, including reliability analysis (mean time between failure)

Silver also includes all benefits of Bronze level



Gold

Maximize operational uptime

- Operational uptime commitment to meet or exceed your availability targets
- Regular supervision by local service partner (e.g. monitoring of parts stock, improvements)
- 24/7 emergency assistance with on-site support
- Monthly reports, including availability and average repair times
- Asset health monitoring
- Annual performance meetings and trend analysis with us to address technical updates, engine fleet data, operational optimization and more

Gold also includes all benefits of Silver & Bronze levels



DON'T LET THE UNKNOWN LEAVE YOU UNPREPARED.

With large investments, lifecycle costs can be significant. It's often the unforeseen costs lurking below the surface—things like fuel consumption, unplanned downtime and repairs—that have the greatest potential to impact your business. That's why it pays to plan ahead by investing in a superior power system from us and protecting it with a ValueCare Agreement.

ValueCare Agreements help you:



Increase operational uptime



Guarantee parts availability and service quality



Predict equipment-related costs



Optimize maintenance planning



Connect to us, 24/7

IT ALL STARTS WITH YOU.

You've got a job to do, and you need a power partner who is committed to helping you do it. For us that means thinking like a stakeholder in your success, pushing the boundaries of technology and providing tailored support throughout the life of your equipment.

Customer-centric solutions

You deserve a partner who understands your world, and delivers results based on real world experience. That's what drives us. Whether it's a standardized or customized solution, keeping your challenges at the forefront and addressing them throughout your system's lifecycle is paramount. From project planning and design to delivery, commissioning and lifetime services, we're not satisfied unless we're consistently surpassing your expectations.

Digitally connected systems

For over 100 years, we've been known for technological leadership—driving efficiency and reliability to new heights. Today, we're applying that same spirit of innovation to digitalization. Fueled by your system's data—and supplemented with our exclusive expertise, smart analytics and extensive database—our digital solutions magnify the power of your investment. From proactive failure prevention and intelligent troubleshooting to instant failure support and smart maintenance planning, digital solutions unlock the full potential of your system.

Local support—worldwide

The most important part of your power system isn't a part at all—it's your local service team. With more than 1,200 service locations worldwide—backed by our regional Parts Logistics Centers in Europe, Asia and America—you can count on responsive support by expert technicians, wherever work takes you.



Always on call, 24/7

Whether it's connecting you with a local service partner or assigning an urgent problem to a dedicated team of our own experts, we're ready to assist you—wherever you are, whatever you need.

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