



WHEN TRUST MATTERS

DNV's Offshore Class Operations Center

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Personal and digital access points

Several ways of connecting with DNV



Rig Coordinator



Veracity.com



Local station



Operations Center



Regional Offshore Manger

Support through smart and flexible solutions

DNV has digital tools and remote ways of working well established.



Fleet Status
in My Services



Survey Booking



Remote Surveys



DATE
Direct Access to Technical Experts

DNV Offshore Class Operations Center

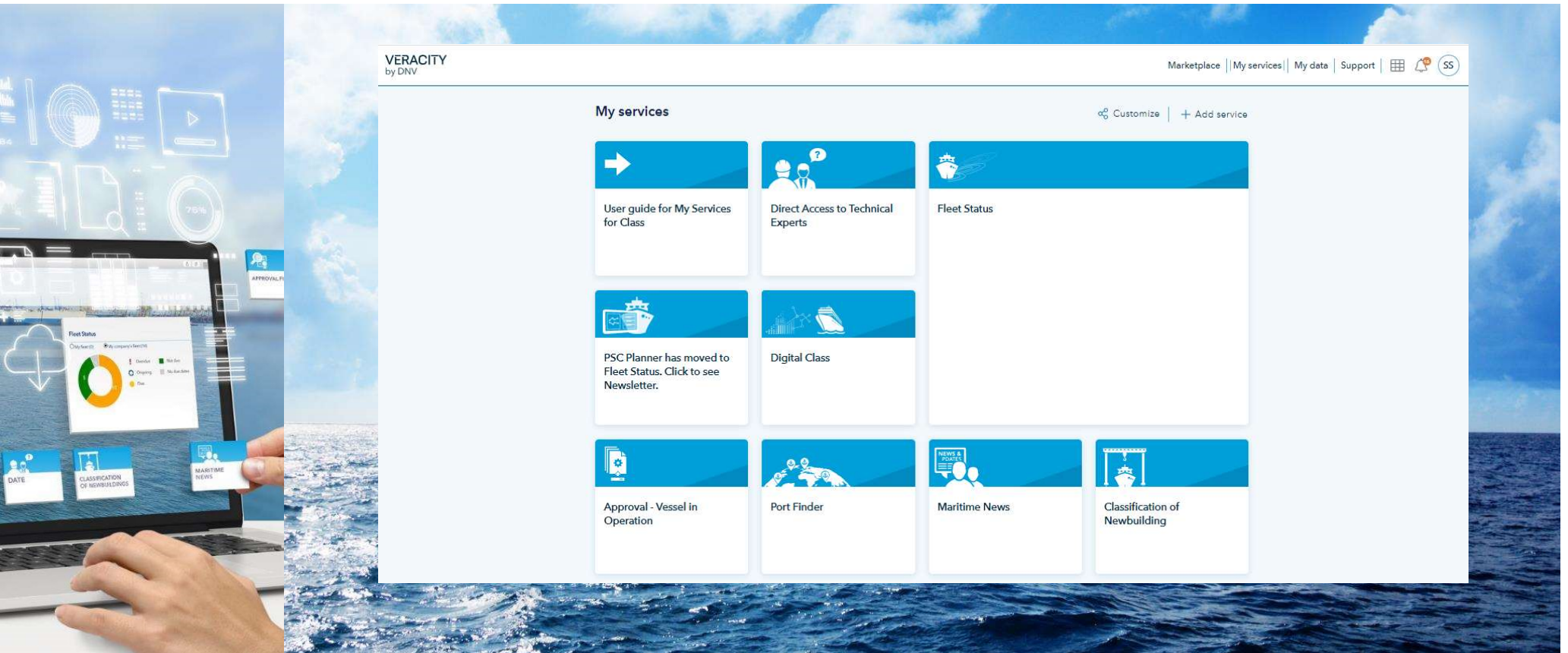
A resource solely for offshore class customers

- **Experienced professionals** manning the center
- **Virtual teams** including SMEs
- Handling DATE cases, remote survey requests and modifications
- **Remote services** offered wherever possible



Fleet Status in My Services on Veracity

A single point of access to DNV's digital class services



DATE

Direct Access to Technical Experts



Our technical experts are available to reply enquiries - we have handled over 500,000 cases!

- **Easy to access DATE** with any technical enquiry in Fleet Status
- **Cases accessible for all** in your company
- **Machine Learning applied** for proposing FAQs

~50K
cases handled per year

97%
cases handled in time

4.65
of 5 customer rating

DATE

Direct Access to Technical Experts - FAQs

↑ DATE® New case

Vessels(s) - if relevant:

Select vessel(s) to be linked to the case.

Topic:*

For faster and better replies, please help us route your request directly to a matching expert

We will usually reply to your request within one working day (24hrs). If you need a quicker reply, please click the checkbox and elaborate below.

This is an urgent request

Phone number:

Please leave your phone number in case we need to call you.

Subject:*

Question:*

We need assistance with approval of Ballast water management plan.

7

Cancel ✕

Followers

Add colleagues:

Select a colleague... ▾

Add others:

Valid email address

Colleagues:

Others:

Are you asking about

BWMS - Operational challenges [🔗](#)

Match: 30%

The ballast water uptake in harbor caused a BWMS warning/alarm, e.g. - low UV density, due to high water turbidity or muddy water, or - it caused a BWMS bypass due to BWMS filter clogging by a high proportion of sediments in water, or - in case BWMS does not operate at discharge/uptake due to low ambient temperature and/or low sea water temperature The ship has a BWM certificate which allows D-2 standard only. Which actions are required by crew of the vessel?



Remote Surveys

Our industries moves towards centralization and remote operations, which call for new ways of working.

- **Technology and connectivity** enable verification without attendance on board.
- Offers **Remote Surveys** for all customers.
- The level of assurance shall **be equivalent** to an onboard survey.

All
DNV
vessels on
the scheme

32,000
remote
surveys
completed

4.2 of 5
customer
rating

WHEN TRUST MATTERS

Get in touch!

www.dnv.com

