



# CASE STUDY

## Enhancing Wärtsilä Shaft Line Solutions with Trustedocks



### Introduction

Wärtsilä, a leading provider of innovative technologies for the marine and energy markets, has partnered with Trustedocks to optimize its Shaft Line Solutions. These solutions primarily consist of seals and bearings, vital components for large vessels' propulsion systems. Trustedocks' platform continuously monitors and records data on vessels with Wärtsilä Shaft Line Solutions, offering predictive insights to streamline Wärtsilä's operations, enhance its customer service, and drive proactive sales efforts.



### Challenges faced by Wärtsilä

Wärtsilä faced several challenges in managing its Shaft Line Solutions effectively:

**1. Reactive Maintenance:**

Historically, the company operated in a largely reactive manner, addressing issues with seals and bearings only when they arose, often leading to costly maintenance and downtime for its customers.

**2. Data Fragmentation:**

Wärtsilä grappled with data fragmentation, with information on the status and performance of its components scattered across various sources and systems.

**3. Customer Support:**

Providing comprehensive and timely customer support, especially for vessels operating in remote locations, was a daunting task, leading to customer dissatisfaction in some instances.

**4. Sales Growth:**

Wärtsilä aimed to transition from a reactive sales approach to a proactive one, identifying opportunities for replacements, upgrades, and service ahead of time.

## Solution

### Trusteddocks Predictive Platform:

Wärtsilä turned to Trusteddocks for a comprehensive solution to address these challenges and unlock new opportunities for its Shaft Line Solutions:

#### **Predictive Insights:**

Trusteddocks continuously monitors vessels with Wärtsilä Shaft Line Solutions, recording data on component performance, wear and tear, and maintenance schedules. The platform predicts when vessels may require maintenance, repairs, or component replacements.

#### **Data Integration:**

Data from Trusteddocks is seamlessly integrated into Wärtsilä's systems, providing a single source of truth for component performance and maintenance schedules. This integrated data enhances the company's decision-making processes and customer support capabilities.

#### **Proactive Customer Support:**

With predictive insights, Wärtsilä's customer support team can proactively reach out to vessel operators to schedule maintenance and replacements, reducing downtime and increasing customer satisfaction.

## Benefits for Wärtsilä

The partnership with Trusteddocks has delivered several advantages to Wärtsilä's Shaft Line Solutions:

#### **1. Proactive Sales:**

Wärtsilä's sales team can identify opportunities for replacements and upgrades well in advance, enhancing revenue generation and customer loyalty.

#### **2. Enhanced Customer Satisfaction:**

Proactive maintenance and timely component replacements minimize vessel downtime and disruptions, leading to higher customer satisfaction.

#### **3. Operational Efficiency:**

The integration of predictive data streamlines operations, allowing Wärtsilä to allocate resources efficiently and reduce unnecessary downtime.

#### **4. Improved Data Management:**

Wärtsilä overcomes data fragmentation and benefits from a centralized data source, improving data accuracy and reliability.

#### **5. Competitive Edge:**

By adopting a proactive approach to customer support and sales, Wärtsilä solidifies its position as an industry leader, delivering innovative solutions and excellent customer service.



## Conclusion

Wärtsilä's partnership with TrustedDocks has revolutionized its approach to Shaft Line Solutions. By embracing predictive insights and transitioning from reactive to proactive operations, the company has improved customer satisfaction, driven sales growth, and enhanced operational efficiency.

Trusteddocks continues to empower Wärtsilä as it maintains its status as a global leader in delivering essential components for large vessel propulsion systems.

## Want to try it yourself?

### Register for free

Please register your company on Trusteddocks at [www.trusteddocks.com](http://www.trusteddocks.com):

You can easily set up your company profile and manage your vessel fleet independently, accessing a range of valuable tools available in our free Trusteddocks version.

### Support

Should you require assistance, feel free to contact us at [contact@trusteddocks.com](mailto:contact@trusteddocks.com) and we'll gladly help you with profile and fleet setup, providing a brief training session if needed.

### Integration

Furthermore, you have the option to seamlessly integrate all your data and information into your CRM or ERP System, such as Salesforce, Navision, or Zoho. As a dedicated Odoo partner, we've also developed a customized Odoo CRM and ERP system tailored to the specific requirements of ship suppliers, equipment manufacturers, service providers, and shipyards.

### Contact

If you'd like, you can connect with our Managing Director, Carsten Bullemer, on LinkedIn by clicking this link: <https://www.linkedin.com/in/carsten-bullemer-1745043/>