

# E-Business – Linking you to the Source



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- **Wärtsilä in brief**
- **Wärtsilä in E-Business**
- **The supplier perspective**
- **E-Solutions that we offer**
- **Today's challenges**
- **What should you do with E-Business?**

- Wärtsilä focuses on the ship power and energy markets with products and solutions as well as services.
- Lifetime support of installations through design, solutions, service, spare parts and operational support.
- The company has over 14,000 employees in more than 130 offices in over 60 countries around the globe.



# Power businesses strategy

## Ship Power solutions

Growth through new products and increasing presence in Asia

SHIP  
POWER

POWER  
PLANTS

## Power Plant solutions

Stronger position in decentralized energy

SERVICES



## Wärtsilä Ship Power

Wärtsilä provides ship machinery, propulsion and maneuvering solutions for builders, owners and operators of all types of marine vessels and offshore applications.

Wärtsilä contributes to optimizing the customers business by providing solutions over the lifecycle of the installation from design to construction and operation.



## Wärtsilä Services

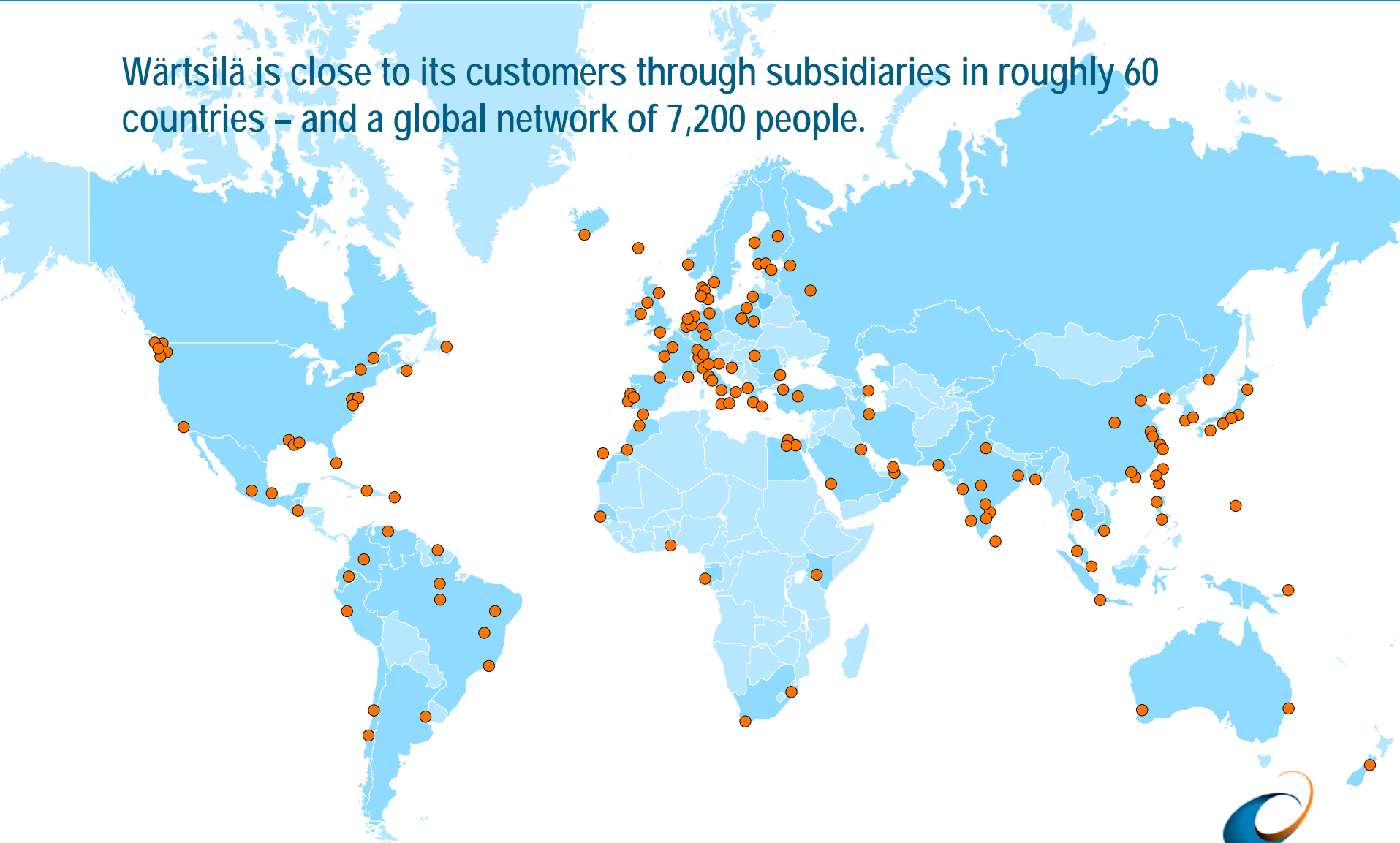
Services continuously develop innovative products and services for all our markets and all Wärtsilä engine types and power systems.

We also provide services for other makes of equipment on board vessels as well as comprehensive ship service in key ports.

Our Services deliver efficiency solutions for an installation throughout its lifecycle.

# Worldwide service network

Wärtsilä is close to its customers through subsidiaries in roughly 60 countries – and a global network of 7,200 people.



- Wärtsilä sees E-Business as a strategic focus area and growth with a short term goal of 10% of all spares processed via E-Business with our long term goal processing 40-50% of all spares on line
- Pilot program in 2001 implementation in 2002
- Today more than 400 of our customers are using our on-line services and over 100 buying spare parts online
- Based on customer feedback e-business is not a niche market anymore
- Increasing demand on electronic documentation – shift from paper
- Remote monitoring & CBM of installations is also a strong trend today



# E-Business from suppliers perspective



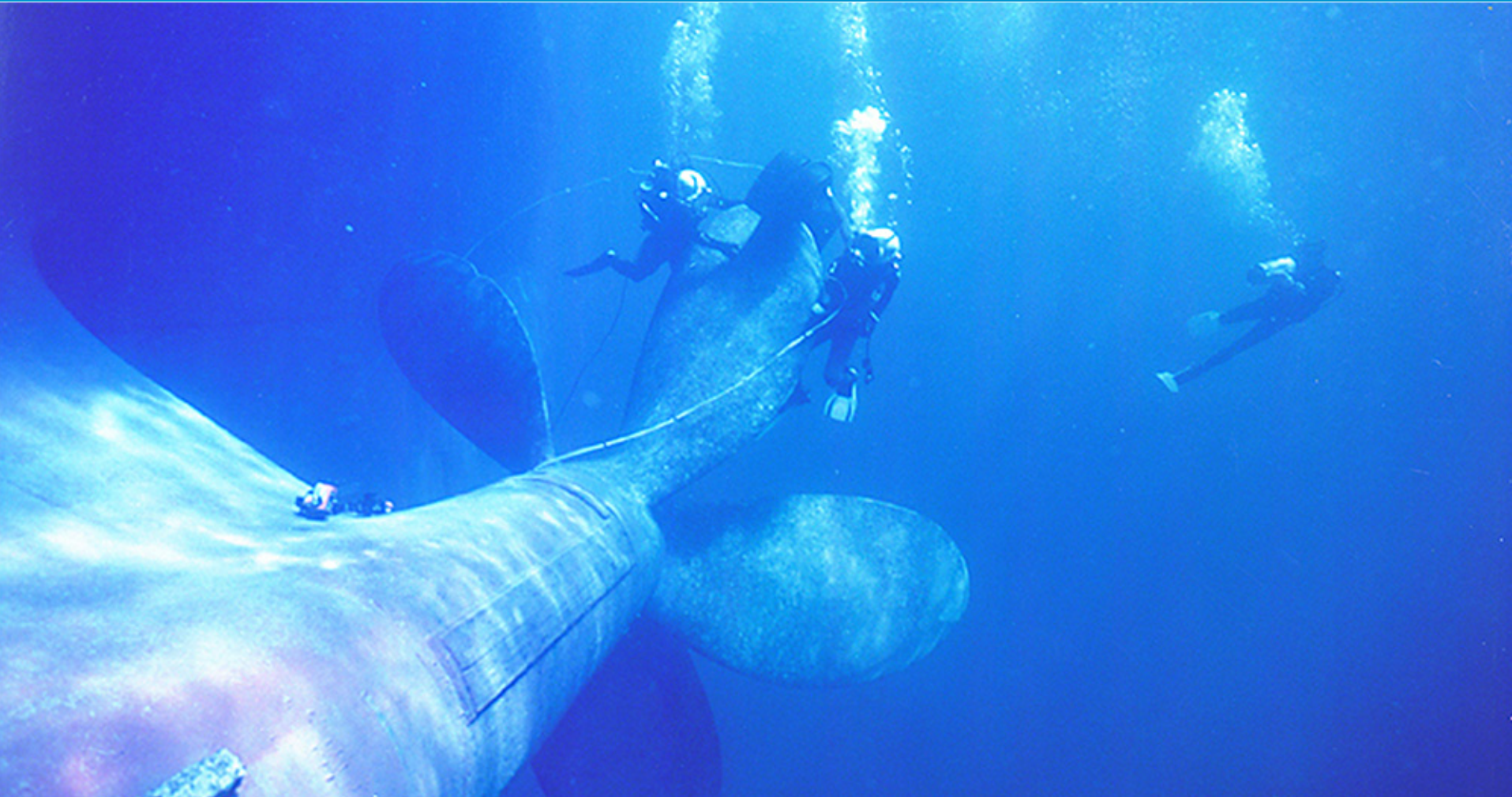
- Our main focus is in e-procurement – Spares on-line and system integration
- We are looking for efficiency from our end to serve you faster
- We want to concentrate our resources to personalize service, not simple and mundane order processing
- We have to have E-Business up and running for our customers who demand it
- Standard ways of working and commonly used tools of trade are needed – we can't invent the wheel again for every customer
- Data quality is the **most** critical component to successful integration
- This can only be done on a win-win basis

# E-Solutions offered by Wärtsilä

- **E-commerce**
  - **Spares Online**
    - Online price and availability software for handling orders
  - **Integration models**
    - Integration using intermediaries
- **Electronic documentation**
  - **Eldoc Online**
    - Electronic manuals and catalogues – updated via WESAP system
  - **Eldoc2i**
    - Offline version of Eldoc Online (delivered in CD)
  - **Bulletins Online**
    - Service letters online – updated via
- **Reports**
  - **Reports online**
    - CBM reports
- **Training – Associated with the Wartsila Land & Sea Academy**
  - **E-learning programs**
    - Self paced E-learning courses
    - Live E-learning courses with interactivity between speaker and trainee



# Today's challenges



# Today's challenges

- Data quality
- Older engine base with limited data in electronic format
- Rapidly changing Internet technologies and protocols
- Lack of common tools of trade and standards



# What should you do with E-Business?



- Think ahead in the long term
  - What do you want to achieve?
- Model your current purchasing processes
  - How can e-procurement help you?
  - Integration or portal?
- Monitor your progress by using KPI's
  - Everything you do should be about improving your KPI's
- Acknowledge that this isn't just some software you install
  - It's a new way of working and you need to adjust your organisation to it
- Ask for help
  - There is no need to re-invent the wheel

# After this presentation...

- Decide your strategy
- Contact Wärtsilä
- E-Service agreement
- Integration project

...and remember:  
This is not rocket science!



Thank You!

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**WÄRTSILÄ**

<http://portal.wartsila.com> for more information

Any questions or comments?

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