

The Huisman logo, consisting of a stylized white 'H' icon followed by the word 'Huisman' in a white sans-serif font, is positioned in the upper right corner of the image.

Huisman

# Huisman Equipment

## Presentation IRO @Fibremax

Date: 20220330  
Location: Joure

# CONTENT

## 1. Huisman services

## 2. Fibremax Huisman combination

## 3. MyHuisman.com

**Please do not hesitate to contact us!**

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# GLOBAL OPERATIONS



# HUISMAN SERVICES

Will do the utmost to strengthen our clients' in their current and future business

[www.huismanequipment.com](http://www.huismanequipment.com)

Be equipped for impact with Huisman Services. By closely cooperating with our clients and delivering a wide range of services, Huisman ensures that the value of your assets is maximized. Varying from 24/7 support, the delivery of spare-parts and extensive equipment modifications, all these services will become available via MyHuisman.com.

introducing

# MyHuisman.com

Date: 20220121

**Huisman**

Worldwide Lifting, Drilling and Subsea Solutions

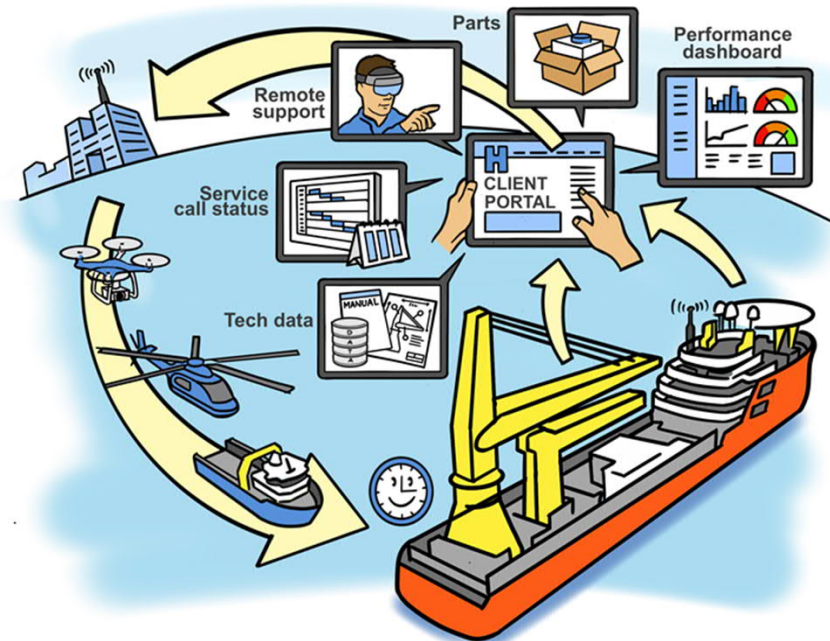
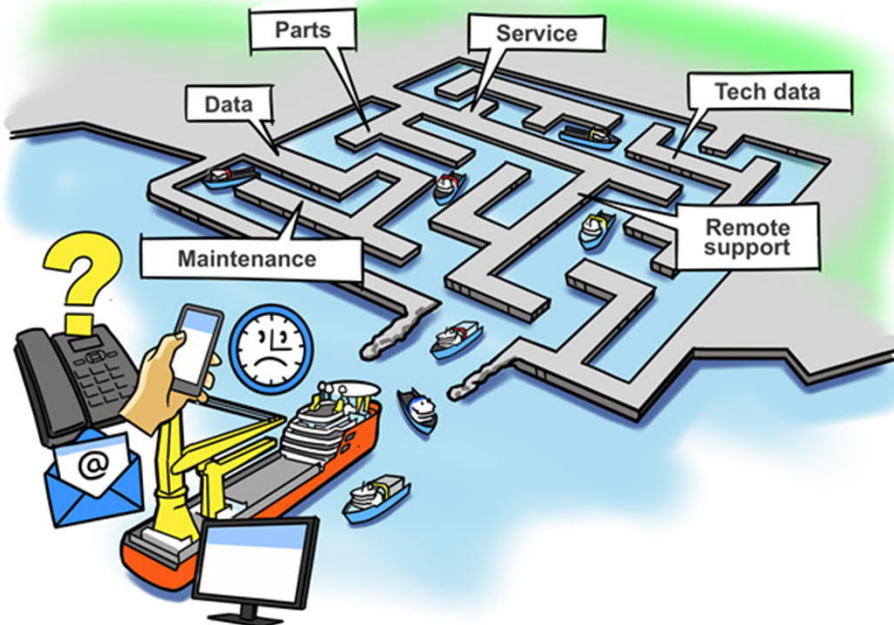
## Question

# Which companies present have launched a customer portal?

- A We don't have a customer portal
- B We are in the process of launching a customer portal
- C We have a customer portal
- D I do not believe it adds value

# Why MyHuisman.com?

Because we want to **grow** our business & **stay relevant** for our customers



# MyHuisman.com Offering digital products in 5 categories

## MyHuisman Portal

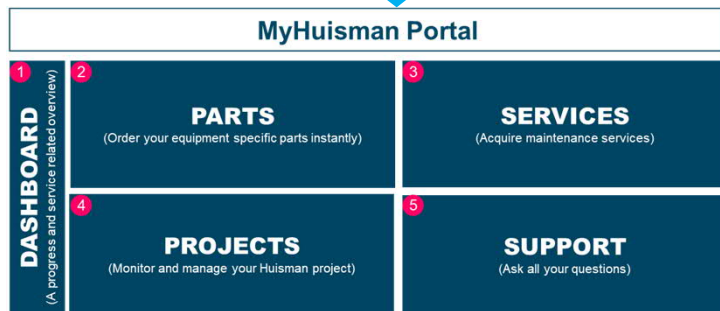
<b>1</b> <b>DASHBOARD</b> (A progress and service related overview)	<ul style="list-style-type: none"> <li>• (SLA) Contracts</li> <li>• Financial / budget overview(s)</li> <li>• Transactional dashboard: Status overview offers, orders, invoices, questions, etc.</li> <li>• Performance dashboard: Predictive maint., lifetime expectancy, abnormality models, etc.</li> </ul>	<b>2</b> <b>PARTS</b> (Order your equipment specific parts instantly)	<b>3</b> <b>SERVICES</b> (Acquire maintenance services)
		<ul style="list-style-type: none"> <li>• Parts                             <ul style="list-style-type: none"> <li>○ Equipment specific</li> <li>○ Generic (future)</li> </ul> </li> <li>• Rentals</li> </ul>	<ul style="list-style-type: none"> <li>• Remote support / access</li> <li>• Remote diagnostics</li> <li>• Guarantee services</li> <li>• Book a service engineer</li> <li>• Predictive maintenance</li> <li>• (Online) training services</li> <li>• Technical library</li> <li>• Survey and inspection</li> <li>• Maintenance advice</li> <li>• SLA offer overview</li> </ul>
		<b>4</b> <b>PROJECTS</b> (Monitor and manage your Huisman project)	<b>5</b> <b>SUPPORT</b> (Ask all your questions)
		<ul style="list-style-type: none"> <li>• Project planning</li> <li>• Project status</li> <li>• Project contract</li> <li>• Project pending approvals</li> <li>• Approved documentation</li> <li>• Minutes of Meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Technical questions</li> <li>• Operational questions</li> <li>• Financial questions</li> <li>• General questions</li> <li>• Knowledge center</li> </ul>



# MyHuisman.com 2 options to work with MyHuisman.com

OPTION 1

Customer



OPTION 2

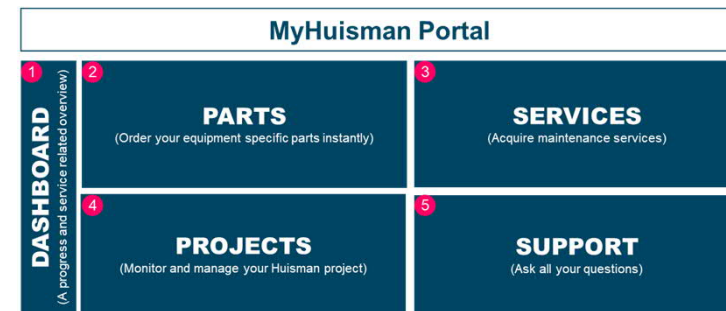
Customer

via automatic connection

ERP

And/or

PMS

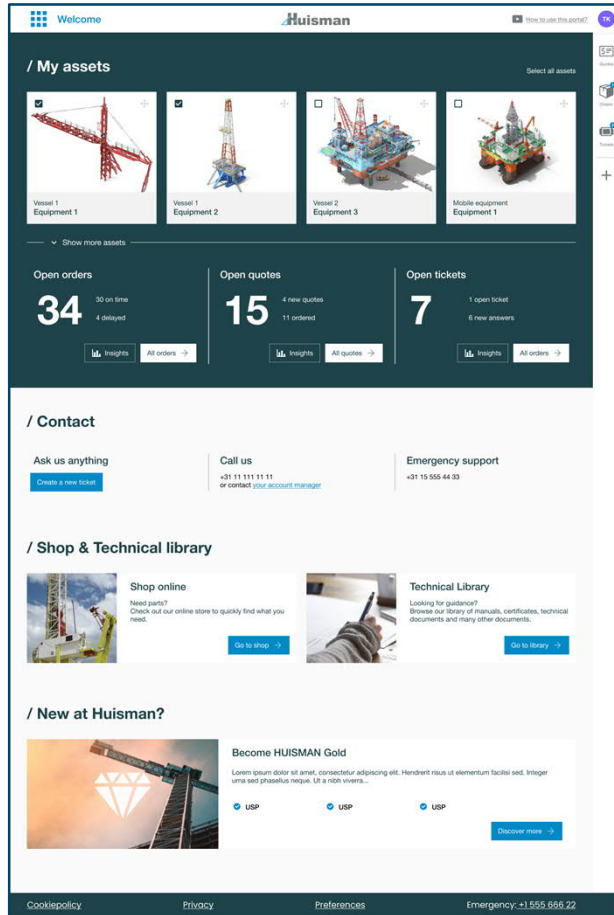


## Question

# What is the main challenge you expect, or have experienced, in establishing a digital platform?

- A** Finding the right expertise
- B** Allocate the required investment
- C** Launch a platform within time & budget
- D** Internal adoption (change management)

# MyHuisman.com Key Success Factors



- **Think big, start small, move fast;** we adopt a phased approach
- Developed in **co-creation with our customers and suppliers**
- Adopting an **Agile way of working** (it is not to be considered a 'waterfall' project with a beginning and end)
- Working with a **dedicated team** in which existing know-how and expertise is combined with new required digital competences
- **Top-down buy-in and support** is a key success factor and so a pre-condition for the program to meet expectations

*MVP MyHuisman.com will be launched in the summer of 2022*

An aerial photograph of a large industrial facility, likely a shipyard or heavy engineering plant. The facility is situated along a body of water, with several large red and white ships docked at the pier. The ships are equipped with various cranes and lifting equipment. The facility itself consists of numerous large, multi-story industrial buildings with flat roofs, some of which are white and others are grey. There are also several smaller buildings and parking lots scattered throughout the site. In the background, there are residential buildings and a road with a roundabout. The overall scene is one of a busy industrial hub.

# HUISMAN

Delivering step changing technical solutions

[www.huismanequipment.com](http://www.huismanequipment.com)