



FIELD SUPPORT DISPATCHES

SERVICE IMPLEMENTATION OPTIONS & EXPECTATIONS

SERVICE IMPLEMENTATION OPTIONS – SETTING THE RIGHT EXPECTATIONS

At NWNS, we understand better than anyone else that our clients have their strict contractual obligations, other visions and high expectations. Therefore, in order to meet client's exact requirements NWNS offers various options for field support:

1. The use of local (in-country) resources. This is by far the most flexible option hence our preference. Unfortunately, not always possible.
2. We fly-in foreign staff. A typical solution if local support is not available or not up to standard or simply too expensive.
3. We fly-in skilled supervision to work with our local support.

Note: All three options have their own pros and cons, risk and cost structure

The level and quality of service is a trade-off between RISK and OPEX but always a choice. The only thing we ask our client is to realize and acknowledge this fact before making any critical implementation decision.

The summary on the following three pages compares the two main options and summarizes the pros and cons in an open and transparent way.



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LOCAL FIELD REPRESENTATIVE (FSR)		FLY-IN TECHNICIAN	
Pros	Cons	Pros	Cons
Cost effective			(Extremely) Expensive
Short response time			Unknown response time
			Potential visa, labor law and liability issues
	On-site activities most likely not covered by any liability insurance (perhaps possible at extra costs)	On-site activities covered by liability insurance (exceptions apply – not every country can be covered)	
Very flexible. Client can change schedule without much impact			Requires solid and time-consuming planning and more client involvement. Change in schedule may have serious impact
	May not show up at agreed day or time		Can cancel before departure because of other obligations or (health) issues
	More difficult to manage from a distance because of slow response, language barrier or simply lacking the sense of immediacy.	Less remote management required	



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LOCAL FIELD REPRESENTATIVE (FSR)		FLY-IN TECHNICIAN	
Pros	Cons	Pros	Cons
Knows his way in the country / city and understands local bureaucracy. Speaks the language and gets things done.			Has to work in a strange country. Doesn't know the way and cannot always arrange for "things" without the help of locals. May not speak the language.
	Job may take longer because of missing routine or parallel assignments.	Routine job but only if experienced and familiar with the working conditions. Dedicated to the assignment.	
Can be on site as long as needed			Can only spend limited time on site. May not be able to finish the job because of flight, expiring visa or other (delaying) circumstances.
Can return to site any time.			Returning to site requires additional expensive travel and prep time
	Local FSR may not immediately understand the exact requirements or believes they are odd and not needed.	Requirements should be crystal clear and understood prior to arrival.	



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LOCAL FIELD REPRESENTATIVE (FSR)		FLY-IN TECHNICIAN	
Pros	Cons	Pros	Cons
	Local FSR may not always be compliant with - or know about - specific procedures or standards.	Procedures are clear and followed in accordance with standard.	
	Local FSR may not always feel the need to follow specific instructions – or simply ignores		
	Communication could be a problem or potential reason for misunderstandings	Communication should not be a problem.	
	Doing “things” the local way	Doing “things” the expected way	
	Local (social and political) issues can play a role if it’s about the relationship between FSR and local end-customer	Visiting engineer should have a neutral reputation.	
	Proper toolkit and the availability / access to measurement equipment can be an issue.	Proper toolkit and measurement equipment should be brought on the trip	



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Pros	Cons	Pros	Cons
	Local FSR may not be aware of specific roles and responsibilities. Local behavior may not always be understood or appreciated by others (cultural gap)	Visiting engineer should not require additional training and is expected to “behave” according to international standards.	
	In general, there is less confidence in the quality of work	In general, there is more confidence in the quality of work	
	Often prepayments are required		