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NetWave



Smart System for the Prevention of Biofouling on
Aquaculture NETs by Ultrasonic Wave Technology

Deliverable D6.4

Deliverable Title	Service Package Offer
Work package	6- Sales, Marketing & Distribution
Lead Beneficiary (acronym)	NESNE
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TABLE OF CONTENT

TABLE OF CONTENT 2

EXECUTIVE SUMMARY 3

1) INTRODUCTION 3

2) METHODOLOGY 3

3) RESULTS AND DISCUSSION 5

4) CONCLUSION AND OUTLOOK 6

5) ACRONYMS 6

6) ANNEXES 6

EXECUTIVE SUMMARY

This executive summary of deliverable 6.4 outlines the proposed services package offer for Netwave product services. The services are designed to make it easy for businesses to access the resources they need to succeed, while providing excellent customer service and support

Netwave product services will provide a wide range of customer services, including sales and after sales general support service for the technical questions, requests, providing on-site solutions and training, updating software versions and manuals for customers with optional service packages.

The package service offers various rates that are designed to fit the needs of a wide range of customers. All services and support that will be provided will be for ensuring the customers get the most out of the system.

1) INTRODUCTION

A service package offer is an agreement between a provider and a customer that outlines the services that will be provided in exchange for payment. By providing concise service package options, customers will be able to make an informed decision and be confident that they are receiving the best value for their money.

The outlines in the agreement should meet the expectations of both the provider and a customer and should be clearly defined in order to ensure that the project is completed in a timely and successful manner.

This agreement typically includes a description of the services to be delivered, the support, and the cost associated with each package option. It should also include details such as the duration of the agreement, any applicable fees, the benefits of the service package (such as cost savings) and other requirements that the customer must meet to access the services.

An effective service package offers the customer an engaging and comprehensive way to access the services they need.

2) METHODOLOGY

Netwave system is developed and implemented on solid experience in the aquaculture industry. All components that make up the system have been selected from high-strength; quality materials suitable for many years of operation.

Although our system is made reliable and durable, some components will require regular maintenance and service to maintain this reliability throughout its expected life.

During the marketing and sales process, a service contract with the users will be signed in order to maintain best performance and maintenance requirements in its operational period.

This will increase the operational safety and reliability, provide predictable maintenance costs, and regular updates to the system.

All service intervals will be established to ensure that operations run at optimum level.

Service agreement benefits will include as follows;

- ❖ Priority customer
- ❖ Free telephone consultation service
- ❖ Upgrade of software versions
- ❖ Remote problem analysis/solving by connecting via internet
- ❖ Stock keeping and discounts on spare parts supply
- ❖ Discounts on service

Due to the service agreement, we have established 3 packages which are bronze, silver and gold packages. Customers will be able to choose from the packages presented below:

All packages will consist general support service which covers all kinds of consultation for the technical questions, requests including providing solutions via phone, remote access, updating software versions and manuals.

**Class classification is based on the range of high to low cost.*

Class A represents high-cost components, Class B represents low-cost components.

BRONZE PACKAGE
On-Site Service
The work done by service engineers to solve the problem on-site at the location of the system. xx Euro/day
Class B 5% spare parts discount Providing service within 24 hours

SILVER PACKAGE

On-Site Service

The work done by service engineers to solve the problem on-site at the location of the system.

xx Euro/day

Class A %5 Class B 15% spare parts discount

Providing service within 24 hours

GOLD PACKAGE

On-Site Service

The work done by service engineers to solve the problem on-site at the location of the system.

xx Euro/day

Class A %10 Class B 30% spare parts discount

Providing service within 24 hours

1 on-site general system control per year

* All packages given above are available as annual options and are offered to stakeholders.

** All packages above are given as examples for the Turkish market and to be adjusted to the specifics of each target geographical area and can be adjusted to specific clients / sites (for example, military sites or remote sites)

3) RESULTS AND DISCUSSION

The results of the service package offer deliverable are that customers are able to get a comprehensive package of services at a discounted rate. This allows customers to access a variety of services at a lower price than they would be able to purchase individually. The conclusion of the service package offer deliverable is that it is a great way for customers to access the services they need in a cost-effective manner. This

will result in increased customer satisfaction and improved customer loyalty, as customers will be able to get the services they need at an affordable rate.

4) CONCLUSION AND OUTLOOK

In conclusion, service package offers provide an effective way for businesses to deliver products and services to their customers. By carefully considering customer needs, creating a well-rounded package, and pricing it competitively, businesses can maximize the value they offer to their customers.

5) ACRONYMS

N/A

6) ANNEXES

N/A