

SERVICES



ENGINEERING
EXCELLENCE
UNDERWATER

THE OBVIOUS CHOICE

With over 45 years of subsea experience in a range of sectors, and a leading reputation as an innovative Original Equipment Manufacturer, no one else offers the same level of in-depth knowledge and engineering skills as we do.

The reason we know so much about maintaining and repairing your equipment is simple: we designed it.

**OVER 45 YEARS OF
SUBSEA KNOWLEDGE
AND INNOVATION**

**ASSET MAINTENANCE,
REFURBISHMENT &
REPURPOSING**

**EXPERTS AVAILABLE
EVERY HOUR OF
THE DAY**

**OFFICES IN THE UK,
SINGAPORE, CHINA,
BRAZIL AND HOUSTON**

SERVICE ON ANOTHER LEVEL

90%

**said the customer
service representative
was very knowledgeable.**

80%

**said the first person they
spoke to was able to
answer their query.**

86%

**said their query was
handled quickly and
professionally.**

Everything we do is geared towards prioritising your success.

Minimise risk and maximise profit with Services for the full life cycle of your asset.

"We have had support by both email and phone whenever it was required, day or night. Excellent experience and a very good service."

– Bibby Offshore

"When compared with the other OEM support, they are more knowledgeable and detailed but at the same time, explain things as simply as possible."

– COOEC

"We have an excellent long-standing relationship with SMD. We were delighted with SMD Services' upgrade of the Seamole Trencher which has significantly improved its power and capability."

– Prysmian Group

KNOWLEDGE WHERE YOU NEED IT

Our strategically placed offices are there to give you support whenever you need it.

Call us today to discuss a service package that's built around you.

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UK

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USA

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ALL THE BACK-UP YOU NEED

At SMD Services we have the experience and expertise to deliver outstanding solutions, even in the most challenging and hazardous environments. The superior support and asset management service we offer can be tailored to suit your business's specific operational needs, and will be executed in the most timely and cost-effective way.

IMPROVE ASSET
PERFORMANCE

REDUCE
OPERATIONAL
RISK

REDUCE
DOWNTIME

PREVENT
COSTLY
MISTAKES

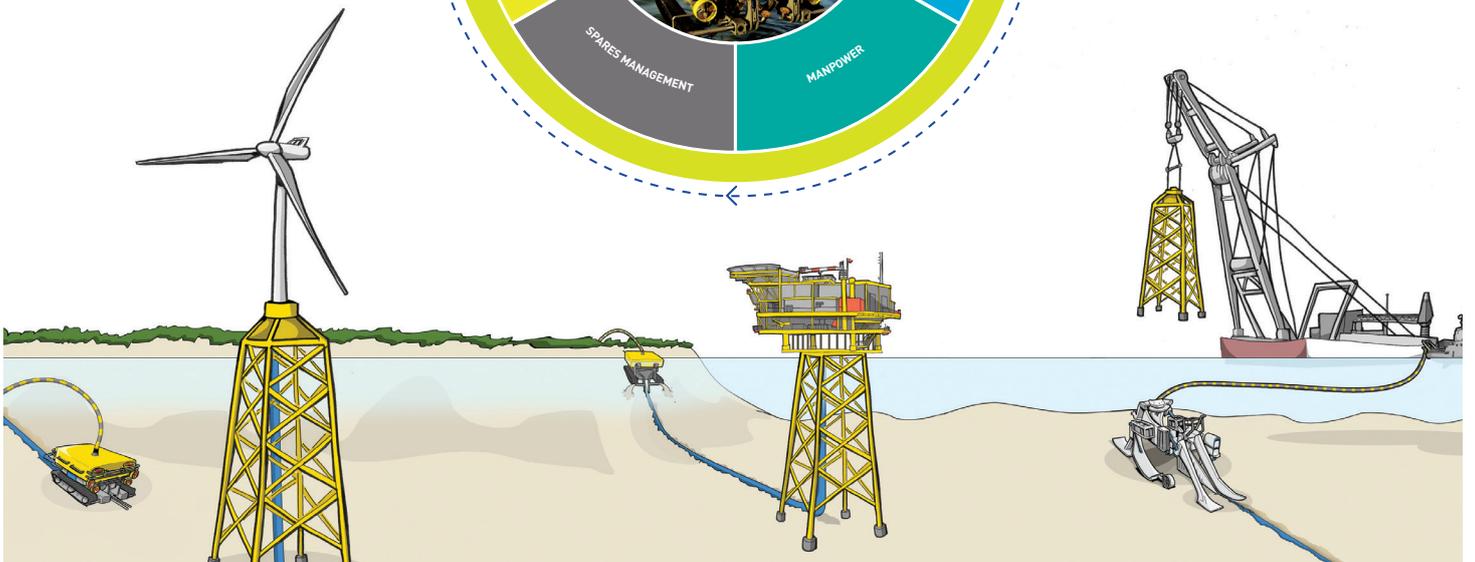
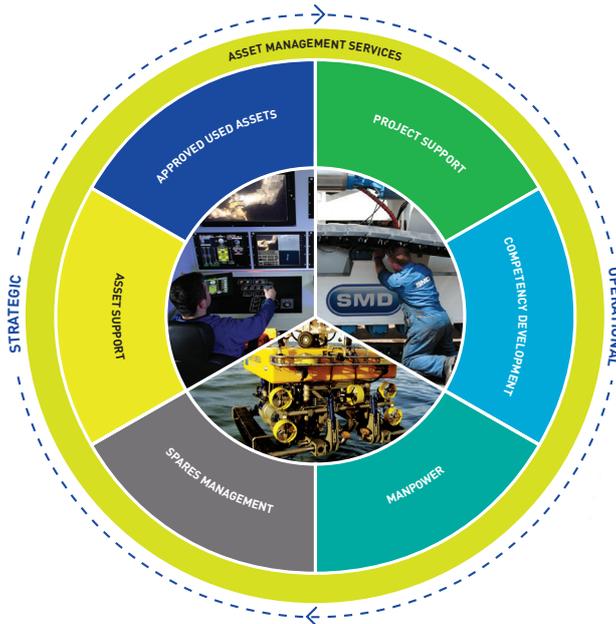
REDUCE
OPERATIONAL
COSTS

ENSURE
YOUR
SUCCESS

EXPERTISE AT EVERY STAGE

Our services are designed to support you throughout the entire project life-cycle, from acquisition to project delivery.

We have the capability, resources and expertise to support multiple operations; around the clock and on a global scale. From long-term support to emergency response, our extensive portfolio of services is there to back you up whenever and wherever you need it.



CONTACT US
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ASSET RE-SALES SUPPORT

Our range of Asset Support Services are focused on maximising the return on investment of your existing equipment to ensure you are always prepared for operations. Whether you require a small repair or a major refurbishment, our multi-disciplined engineering team will tailor support to meet your specific operational needs.

- Improve asset availability.
- Reduce downtime.
- Minimise operational risk.
- Maximise long-term asset value.



Asset integrity is the foundation of your operation, ensuring reliability and the maximum in-water time.

As an Original Equipment Manufacturer (OEM), with over 45 years in the industry, we set the standard for asset integrity.

- Ensure equipment is in optimum condition.
- Provide rigorous asset inspection services based on OEM standards.
- Provide the very latest engineering advice.
- Identify future points of failure.
- Mitigate the impact of equipment breakdown.

Benefit from a rapid response team of experienced, specialist engineers and supply chain coordinators, who will develop engineered solutions and provide spares in an agreed timescale.

This is supported by OEM level assurance to give you improved operator and end-customer confidence.

FUTURE PROOFING

Unmanaged component obsolescence can present a serious risk to your operations.

For over 45 years, we have been assisting our customers to continually monitor spares and ensure, the impact of obsolescence is managed to prevent delays to your operations.

MAJOR REFURBS AND LIFE EXTENSIONS

Using the original design and build information, we recondition high-value assets back to factory standards. During refurbishments, we consider obsolescence, changes in industry legislation and customer operating trends.

You also benefit from warranty packages which ensure continued support during your operations.

UPGRADES AND ENHANCEMENTS

Overcome new project challenges and improve your asset capabilities through upgrading and enhancing existing equipment. SMD Services has extensive experience in developing bespoke solutions for our customers, including:

- Delivery of full engineering packages such as engineering build work, commissioning and testing
- Supporting highly flexible asset bases through a range of enhanced capabilities

INTELLIGENT SPARES SUPPORT

INFIELD SERVICE KITS

As an industry leader in Competency Development, our globally delivered training courses are specifically designed to provide your operational and technical teams with the knowledge and skills they need to guarantee project success.

- Over 50 years experience supporting customers with spares management services.
- Access to OEM GA drawings and engineering data to aid in selecting correct spare.
- Our parts are fully tested, quality assurance checked and certified as per OEM.
- Flexible pricing - SMD is your one-stop shop for all spares requirements. Our parts are competitively priced to reduce your supplier base.

REPAIR, UPGRADE AND SERVICING FIELD KITS

Carrying out repairs, upgrades and servicing in the field can be problematic with the potential to create unexpected downtime through a lack of parts and OEM lead work instructions. We can supply field kits which contain all the components, assemblies and specialist tooling your teams need for the task at hand, including detailed work instructions. This enables you to carry out repairs, upgrades and servicing in the field to maximise your operational availability.

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FIELD SUPPORT SERVICES

Our Manpower Services are always available where and when you need us. Our comprehensive support network of experienced engineers will ensure your operations stay up and running at all times.

- OEM trained and vetted specialists
- Broad technical knowledge
- Ability to mobilise at short notice
- Dedicated point of contact to manage all resource needs

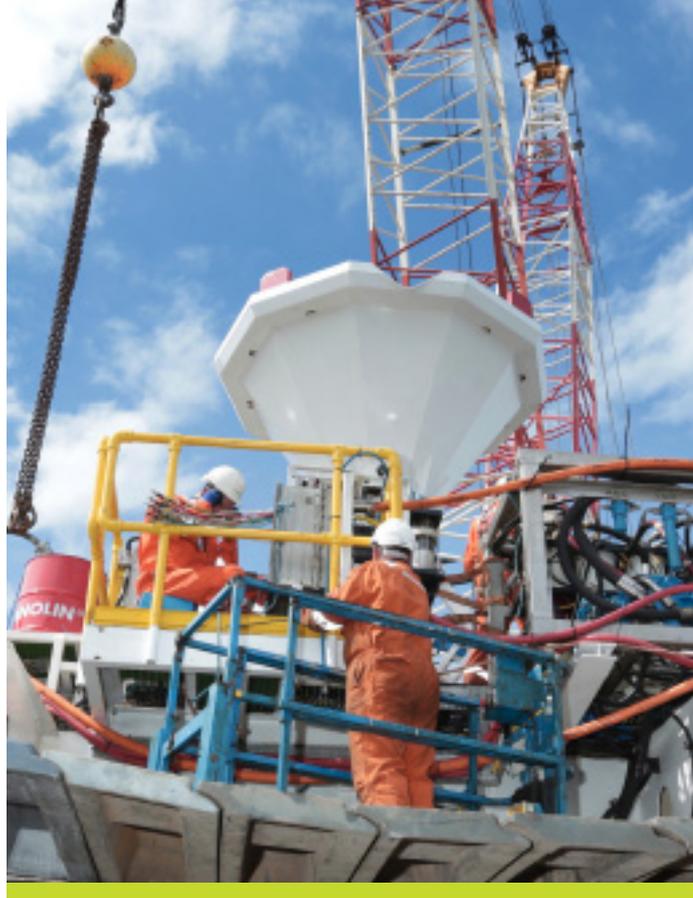
FIELD SERVICE ENGINEERS

With vast experience of designing and manufacturing subsea assets, whatever your engineering challenge, our Field Service Engineering team are there to find a solution.

- Industry-leading engineering skills.
- Engineering solutions on the front line.
- Engineers who are qualified to degree standard or an equivalent as a minimum and fully trained on all current and legacy SMD products.
- 24/7 access to shore-based emergency engineering support and tools for remote solutions.
- Fully qualified for offshore working.

OFFSHORE ENGINEERS

SMD Services approved offshore technicians always provide the best skill set for the scope of work required. They are OEM trained and equipped with the very latest SMD technical product knowledge and they also have priority access to our global 24/7 support network.



SPARES
MANAGEMENT REPAIR,
UPGRADE & SERVICING
FIELD KITS

Our range of Spares Management Services ensures fast access to OEM replacement parts to help you minimise downtime and secure high levels of asset availability.

- Over 50 years experience supporting customers with spares management services
- Access to OEM GA drawings and engineering data to aid in selecting correct spare
- Our parts are fully tested, quality assurance checked and certified as per OEM
- Flexible pricing - SMD is your one-stop-shop for all part requirements. Our spares are competitively priced to reduce your supplier base.

REPAIR, UPGRADE AND SERVICING FIELD KITS

Carrying out repairs, upgrades and servicing in the field can be problematic with the potential to create unexpected downtime through a lack of spares and OEM lead work instructions.

We can supply field kits which contain all the components, assemblies and specialist tooling your teams need for the task at hand, including detailed work instructions. This enables you to carry out repairs, upgrades and servicing in the field to maximise your operational availability.

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APPROVED USED ASSETS



Our Approved Used Asset Services give you the choice and flexibility to expand your fleet using OEM repurposed and fully tested second-user assets.

- Refurbishment to original manufacturer standards
- As new performance and reliability
- New systems at a fraction of the cost
- Security around your capital expenditure or investment

ORIGINAL EQUIPMENT MANUFACTURER (OEM) BROKERAGE SERVICES

We have extensive experience in providing brokerage services to both existing and new clients who wish to acquire subsea assets to create a new fleet or to grow an existing one. Through a global network, SMD Services is well placed to help you sell assets which are no longer required.

In conjunction with our Asset Inspection Services, we can also assist you in acquiring used assets which are supported by warranty and service packages, and designed to give you the highest level of confidence in your new investment.

OEM ASSET VALUATION SERVICES

As an asset owner, you will be required to financially value your company's asset holding, whether this is to determine valuation for insurance purposes or to achieve an overall company worth calculation. We will work with you to establish a quantifiable valuation of your company's assets, linked to the original manufacturer's standard, which will add credibility to your valuations.

ASSET RECYCLING AND REPURPOSE

We offer various options for the disposal of your assets at the end of their economic operational lifespan. By utilising our recycling and repurposing service, you can benefit from residual asset value, and potentially realise additional asset capabilities. This means you save on costs and improve operations and profitability for your company.

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