I-VMS SERVICE & SUPPORT PACK

Succorfish Ltd – SC2 Gen2

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| **Supporting Information Categories** | **Supporting Information Category - Description Details** | **Succorfish response** |
| **Company Details** | A brief overview of your organisation for the Fisher, including contact details and experience. | Succorfish Ltd is a specialist technology company focused on monitoring people and assets in harsh, challenging environments. We work with a number of different industries including Military, Oil and Gas, Marine Science and fisheries where we are on the cutting edge of fully documented fisheries.  Our business initiated the technology development that saw VMS move from being a bulky and expensive technology suitable only for industrial fishing vessels and take it to where it stands today – fit for purpose for small artisanal fishing vessels with limited or no power onboard. From its headquarters in the Northeast of England Succorfish have developed over the past 12 years to be a world leader in its field specialising in fisheries and security applications of its innovative technology.  Our hardware is designed and manufactured in North Shields. We offer an easy-to-use monitoring platform (GUI) that is based in the cloud and accessible from a smart phone, tablet or desktop computer – our customers have access to all tools built into our online monitoring platform.. The vessel skipper and crew are provided with a simple to use 'mobile app. they can use on their smart phone, this enables a quick 'GOOD TO FISH' notification.  Please see our offering below at the following weblink:  <https://succorfish.com/mmo-uk-ivms-approved-device/>  If you require any further information, please contact us below on:  [ivms@succorfish.com](mailto:ivms@succorfish.com) / 0191 4476883 - Succorfish Ltd, 1 Liddell Street, North Shields, NE30 1HE. |
| **Device Provision** | An outline of the process for the Fisher to procure the device.  It may be useful to the Fisher if you'd include typical lead times; From ordering the device to installation; and, From device installation to operation, when the Fisher would expect to be able to Fish compliantly. | **Devices are Made in the UK**  In order to procure a device, please visit the Succorfish UK IVMS webpage below and click the order now button:  <https://succorfish.com/mmo-uk-ivms-approved-device/>  Following this, Succorfish will be in touch with an invoice for payment.  *In order to avoid disappointment and to ensure we have sufficient fitter availability we require receipt of cleared payment of your order 14 days prior to your confirmed installation date at your registered port.*  Please note installation’s are free of charge and included within your IVMS package.  If any further details are required please contact:  [ivms@succorfish.com](mailto:ivms@succorfish.com) / 0191 4476883 - Succorfish Ltd, 1 Liddell Street, North Shields, NE30 1HE. |
| **Device Costs** | An important element to the Fishers is the cost of the device. For illustration purposes it may support them in their decision-making process if you would be able to provide a matrix of device indicative costs, including identifying the characteristics of the device. An example matrix is provided below for your convenience and use if required. (Device Costs - Example Matrix) | Succorfish UK IVMS package has a total cost of £850.00 + VAT (VAT = £170.00).  The package includes:   * SC2 Device. * Free 3 years airtime. * Free 3 years warranty. * Free installation. * Free access to Succorfish app & software. * Free delivery/shipment. * Free installation bracket (pole or flat mounted) and cable. * Free Alfatronix mains power regulator * Free removal of the Maritime Systems MS44 device (applicable to customers who currently own an MS44 device). |
| **Warranties /Guarantees and Service Support** | The industry and the Fishers are very interested in understanding the reliability of the device 'in the field'.  It would be informative to them and useful in their decision process if you would be able to provide some details around the service and support options that may be available to them, together with associated indicative costs.  Again, an example matrix is provided below for your convenience and use if required. (*Warranties /Guarantees and Service Support - Example Matrix*) | Succorfish offer a back to base FREE 3-year warranty.  Our 24/7 ticketed support desk offers telephone support 365 days a year.  In order to raise a ticket, please email [enquiries@succorfish.com](mailto:enquiries@succorfish.com) with your query. |
| **Implementation Rollout** | It may be useful to the fishers for them to understand whether you have the capacity and ability currently, or how you would increase this, to meet the rollout schedule provided? | Succorfish will offer 'Installation Dates' at key ports, providing an efficient roll out, we have a Fisheries Project Manager responsible for this. |
|  | To support the Fishers it is useful for them to understand the areas of the English coastline where you are able to provide devices and support.  Appreciating that the Fishers may be located at ports, harbours, inlets and beaches, please feel free to provide as much detail as you feel may be appropriate to support the Fishers decision process. | Succorfish have confirmed a partnership with SIRM in order to streamline the installation process. SIRM operate around the United Kingdom with depot’s located across the UK.  Succorfish will provide devices and support to every fisher. |
|  | Would you provide the areas of the English coastline where you would primarily be interested in servicing? | Succorfish offer Nationwide coverage. |
|  | Would you provide the areas of the English coastline which would be of secondary interest to you in servicing? | Succorfish offer Nationwide coverage. |
|  | Would there be any areas of the English coastline that you may not wish to service? | We cover every port in the UK. |
|  | It may help to reassure the Fishers if they were to understand how you would propose to manage to supply, install and commission their device if the demand for your devices is greater than expected? | Succorfish have confirmed a partnership with SIRM in order to streamline the installation process. SIRM operate around the United Kingdom with depot’s located across the UK.  SIRM also have a partnership with multiple 3rd party marine installers, should there be a spike in installations. |
| **Data Assurance** | The data collected is commercially sensitive and therefore industry and Fishers are very interested in your ability to protect their data.  It would be informative to them for you to provide details regarding the provision of security for your hardware and I.T. services and data assurance and in the event of a data security breach how this would be managed and what action would be taken. | All data is held in the UK and compliant with GDPR laws.  Succorfish are a ISO27001 accredited company, the highest global standard in data security, we have an internal and external Information Security Management System (ISMS) audit team.  Succorfish have offered Military Grade encryption on all Hardware devices since 2008, we offer the highest level of AES256 encryption, anti-jamming, suppression, and anti-spoofing. The Succorfish online platform is enterprise grade and penetration tested. |

**Device suitability**

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| Vessel with on-board mains power? (Y/N) | YES |
| Vessel without on-board mains power? (Y/N) | YES |

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| Device Indicative Cost | Succorfish UK IVMS Package - £850.00 + VAT |
| Indicative Running Costs | 3 years airtime free with the UK IVMS package. |
| Indicative Spares and Costs | ZERO |
| Indicative Consumables and Costs | ZERO |
| Other Costs - Please identify | * Free usage of mobile apps and online user viewing software (GUI). * Free 3 years warranty. * Free 3 years airtime. * Free Alfatronix power regulator. * Free delivery. * Free installation bracket & cable. * Free installation. |

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| Device Reliability | Examples of success and failure rates may be useful here. | Succorfish Mean Time Before Failure rate (MTBF) is over 10 years, we do expect a few component failures along the way, our overall hardware failure rate is between 2-3%. |
|  | Examples of common failures and rectifications may be useful here. | Many issues are due to power supply issues and can be easily rectified on board the vessel. |
|  | An indication of 'typical fault to fix' times would be useful. | Devices returned under warranty are turned around within 48 hours. |
| Warranties and Guarantees | It would be useful if you could provide details of any warranties and guarantees, together with time periods, response times and indicative costs, perhaps also including any costs that may be incurred outside of the warranty periods. | Succorfish offer a back to base FREE 3 year warranty.  Our 24/7 ticketed support desk offers telephone support 365 days a year. |