



SERVICES

SERVICE LEVEL AGREEMENTS

Commercial and Private Vessels

OVERVIEW

Some of our clients who are currently on SLAs find the benefits are well worth the commitment:

- Transdev Sydney Ferries
- Australian Border Force
- Sea Road Ferries
- Port Authority of NSW
- Roads and Maritime NSW
- Victoria Water Police
- Atoll Offshore
- Gippsland Ports
- Parks Victoria
- Fantasea

THE ISSUE

The benefits of a SLA gives you a set survey fee every year, based on the certification requirements over a five year period. MSA will complete the inspection and set up reminders and alerts working with you to ensure on going compliance. We will dedicate a surveyor to be a single point of contact for you. The benefits of having a team of full-time surveyors and support staff include:

- Priority response times
- Ongoing support
- Systems backup
- Reduced risk of downtime
- Fixed service costs for the year (which can be budgeted for)

THE SOLUTION

At the completion of every year, we complete an annual review. In the annual review we complete a presentation to the client and demonstrate how effective surveying, monitoring, and evaluation provides the information on emerging issues to our clients. Therefore, we can all improve our performance and ensure accountability. Our clients who have been with us for five years have seen the benefits and assess the trending from year to year.

We complete a summary of deficiencies, and identify the average deficiency per vessel and per category. We also look at the areas of improvement and the areas that the vessels have performed well. Allowing you to make better business decisions based on compliance.