

NOV Rig Systems Aftermarket



OUR AFTERMARKET STRATEGY

We will maximize our customers' performance and uptime, applying our unmatched complete system knowledge and investment in networks of people, facilities and technology.

NOV Rig Systems makes and supports the world's most advanced drilling solutions. We're continually pushing our own standards higher to deliver the safest, most efficient and most reliable solutions in the world.

21
Countries

100
Locations
Worldwide

5,700
Aftermarket
Employees





Equipment & Package Upgrade



Engineering



Manufacturing



Spare Parts Logistics



Global Logistics

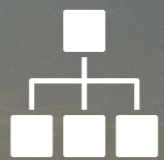
FULL LIFECYCLE PARTNER



Global Technical Service & Support



Installation & Commissioning



Project Management



RS-AftermarketCustomerEnquiries@nov.com

nov.com

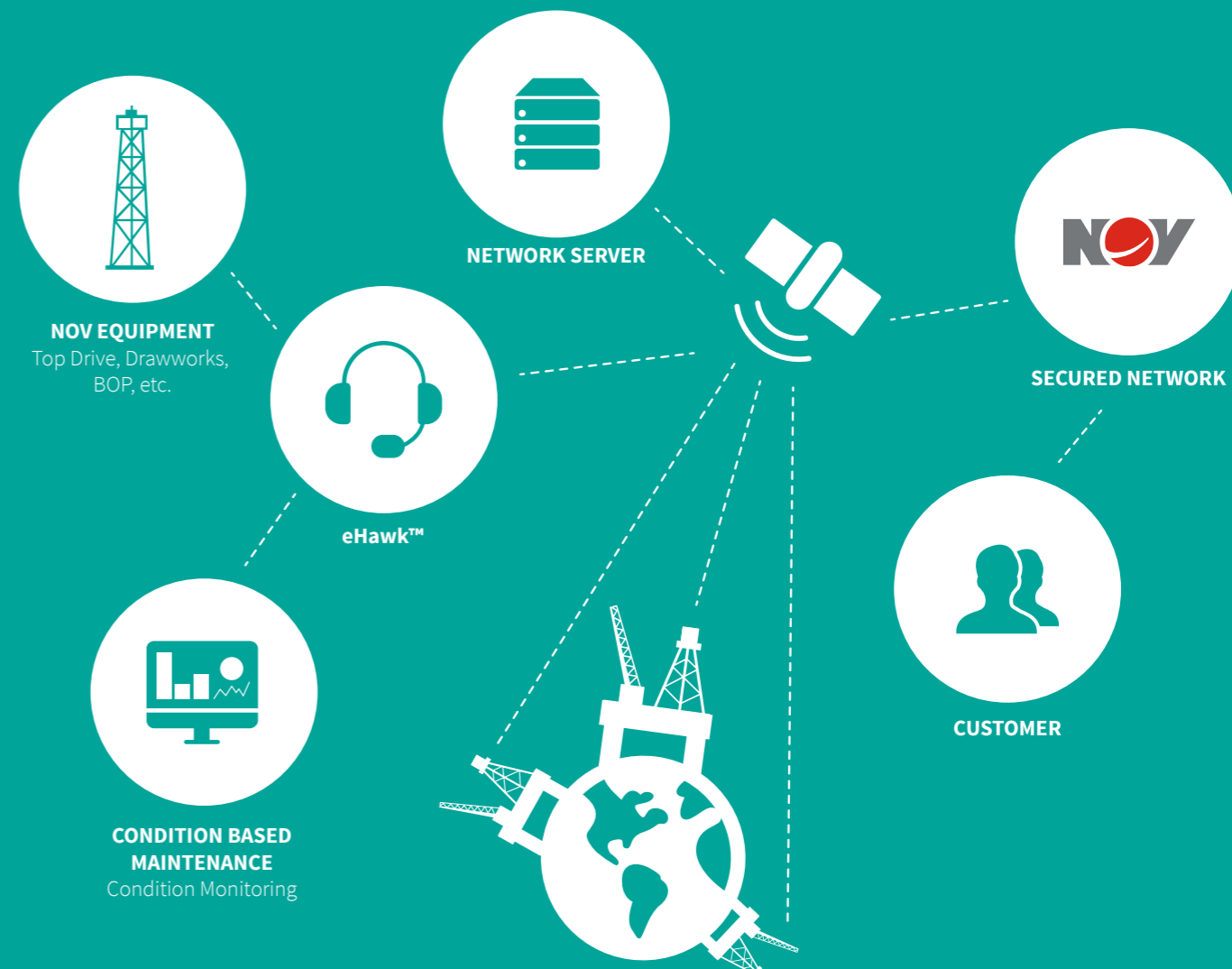


SERVICE OF THE FUTURE

We are investing in technologies that link every aspect of our business with the customer over a global network:

In the future, rig equipment will monitor itself so that if a problem is detected, multiple actions are automatically initiated such as equipment performance being decreased to prevent failure, and appropriate people notified.

Service technicians of the future will communicate remotely without utilizing resources like Internet or phone. They are educated with fundamental knowledge and supported by live subject-matter experts globally.



WHAT WE OFFER

On-site
capabilities

Cutting-edge
digital
resources

Knowledgeable
and professional
people

Exceptional
**customer
support**

State-of-the-art
facilities

Specialized
recertification
and **upgrade**
services

Leaders in
training

OUR BUSINESS LINES

With equipment on thousands of rigs around the world, we provide comprehensive aftermarket products and service solutions. We are where you need us to be with an integrated network of strategically located facilities worldwide providing Technical Support, Field Service, Repair, Spare Parts, eHawk™ Remote Support, Training, Installation and Commissioning, Rentals and Field Engineering that will keep your rigs running and your customers satisfied.

Our professional team is available 24/7 to support you.



Training

- Customer industry training for the best and safest equipment performance
- Hands-on experience and simulator training to help develop local talent
- Advanced learning methods for product line training, rig specific training, advanced simulation technology and mobile training
- NOV training locations all around the globe
- Fully accredited CMS all Aftermarket disciplines

Technical College

- Best-in-class training for NOV employees
- Hundreds of NOV employee graduates in 14 different countries per year
- Courses specialized in all NOV Rig Systems OEM products
- Graduation dependent on evidence-based competency
- Advanced level training



Repair

- Overhaul, repair, rebuild and recertification of NOV equipment
- Global locations close to customers
- Expanded capabilities in lean facilities
- Network of trained people – unrivaled quality, customer service, on-time delivery and unmatched technical integrity

Field Engineering

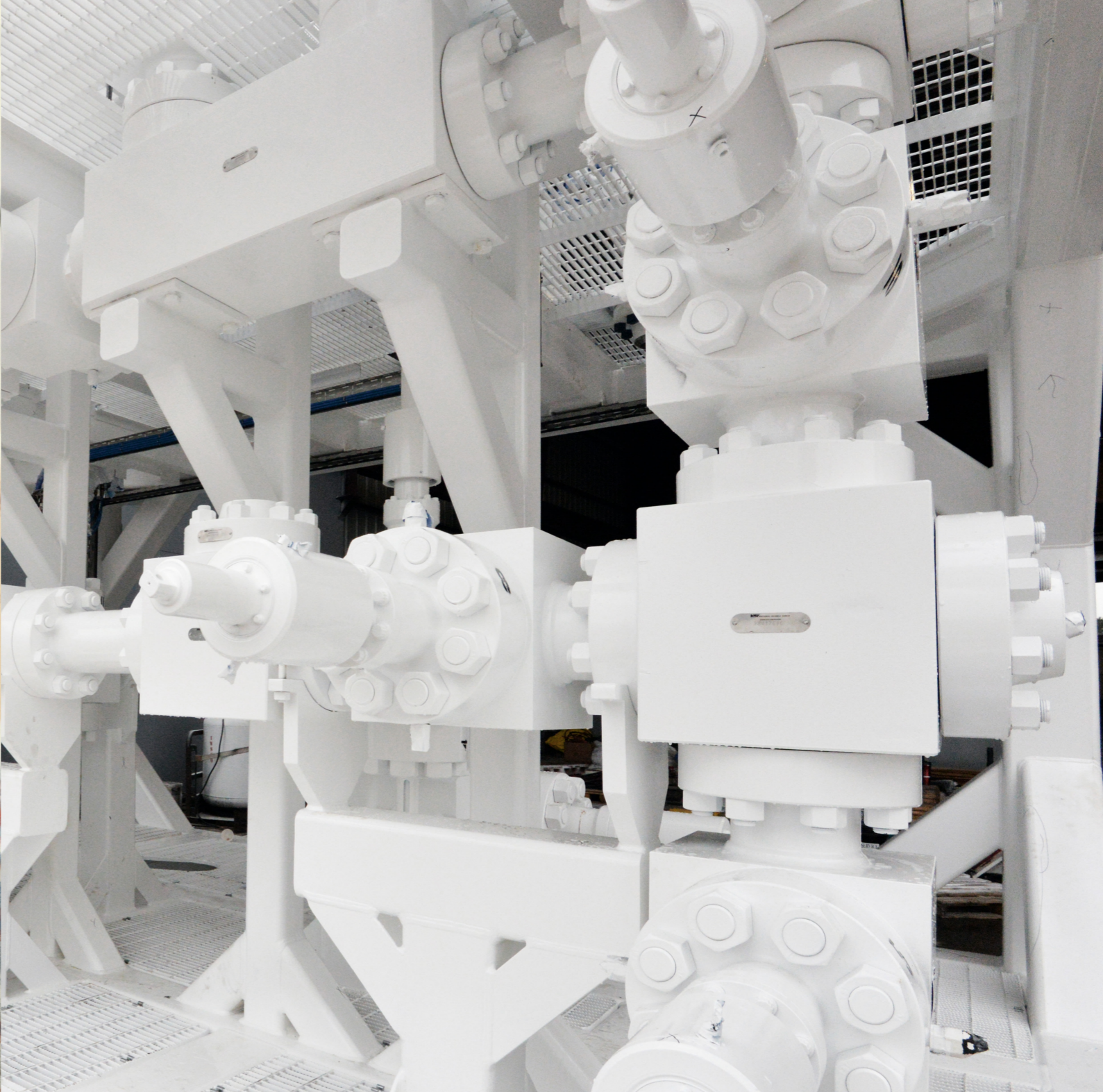
- Specialized team of engineers to survey fleets and plan for rig and product certifications
- Work hand-in-hand with customers to ensure uptime through recertification process
- Provide fit-for-purpose solutions

Spares

- State-of-the-art facilities
- Advanced materials management systems
- Strategic locations close to customers with extended networks of distributors
- Available product, with over \$1B in stock
- Customizable business models- from manual paper systems to customized B2B integrations
- 24/7 reliability and market leading on time delivery

Rentals

- Global support
- Broad product spectrum ready to be deployed on short notice
- Seamless installation and commissioning



Technical Support

- OEM experts globally accessible 24/7
- Utilize Tracker system to record, manage and resolve issues in order to keep equipment working
- Connect with rigs via eHawk™ network integration service to provide faster response time and reduced service personnel visits

I&C Support

- Most experienced team for installation & commissioning in the industry
- Single point of contact to organize and manage large-scale installations at the site
- Integration on-time, on-budget, with documentation and compliance of regulations

Service

- Global network of trained experts on hand to ensure maximum rig uptime and effectiveness
- 24/7 remote support for mechanical, electrical, structural and control/instrumental specialists
- OEM expertise and support
- Equipment and condition monitoring technology

Mission

- Technical expertise for pumping systems, fluid end expendables and pressure control systems
- Continuous technology development of fluid management systems

Corporate Headquarters

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NOV Service and Repair (Rock Springs)

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Venezuela

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