



Technical Equipment Support Service

We are NOV's most direct and immediate means of effectively responding to our customers' uptime, performance, and optimization needs.

Our mission is to deliver premier, 24/7 equipment support to internal and external customers through our two-tiered organization using continued eHawk™ remote support and product-specific subject matter experts (SMEs).

A Two-Tiered 24/7 Support Organization

All global technical support and eHawk inquiries are managed within the organization, delivering easy access and easy navigation to the level of support you need.

Our Values

Single global entry point into Aftermarket Operations

- Manned 24/7 by friendly, knowledgeable people whose job is to connect you with the correct NOV point of contact
- All inquiries registered and classified in consistent manner, follow-up ensured

Faster response time for technical/non-technical inquiries

- Enable faster decision-making process for our clients

Enhanced technical responses

- Support provided by product-focused, highly competent SME
- Global spare parts support

Globally standardized process for handling inquiries

- Consistently improved level of support regardless of where the client's office or rig is located
- Efficient escalation regardless of inquiry type

Remote installation of software upgrades

- Execute risk assessment for checking the possibility of remote upgrade installation





24/7/365

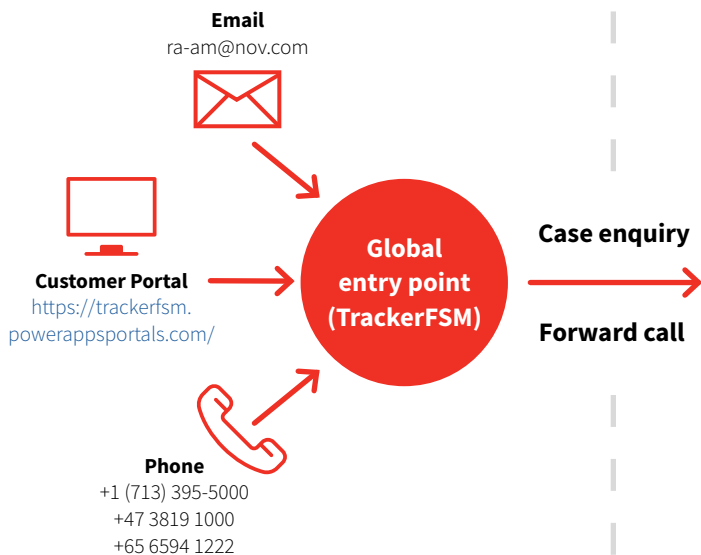
Worldwide coverage



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Tier 1: Customer Support



Tier 2: Centers of Excellence (COE) & Performance Center

Center of Excellence 1: Drilling and MoComp: Norwegian Drilling Products

Center of Excellence 2: Hitec: Cyberbase and Mud System

Center of Excellence 3: Marine and Construction: Cranes

Center of Excellence 4: NOI and Varco: NAM Drilling Products

Center of Excellence 5: PCE: Pressure Control Equipment

Center of Excellence 6 and 7: Amphion, Power System, and Baylor

Performance Center: Novos, Automation & Robotics



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