FAQs
OnCare.Health Marine

Why is it important to have OnCare.Health Marine on board?

Even the best machines have a chance for unplanned outage. Especially if you count on availability, the cost of downtime is higher for an unplanned outage then a machine you do not count high amounts of availability. Therefor it's important to have OnCare.Health Marine on board. The earlier you know about problems the better you can respond to it.

With which vessels or propellers is OnCare.Health Marine compatible?

OnCare.Health Marine is compatible to all vessels with a Voith thruster or propulsion system.

Can OnCare.Health Marine give an availability guarantee or does OnCare.Health Marine liable in case that overlooking an alarm which leads to an unplanned outage?

No, unfortunately not.
The main argument is rooted in a technicality. An unplanned outage can be caused by many things, which have its own time course. The OnCare.Health Marine supports you in safe guarding carefully selected parts (based on statistics & costs) with a slow, to medium slow, run into failure. This induces as well that uncommon parts and sudden run into failures, cannot be alarmed by the system in advance.

And incidentally:
In plant engineering, Condition Monitoring Systems has been an widely accepted and proven technology for decades. Here the use cases of

saved money and increased availability are manifold resulting in a general rule of thumb. Regular condition monitoring usually achieves annual savings of at least 10 times the value of the monitoring costs and maintenance savings of at least three times the value of reactive Service costs.
Then, if after all an unplanned outage takes place & the customer has monetary losses, we @Voith feel responsible in finding an attractive solution that helps the customer quickly further. The central message in such a case is: **“We don’t leave you in the lurch!"**

Is OnCare.Health Marine usable without cloud storage?

In principle No. All the information must be stored in the Voith OnCumulus Cloud. However, OnCare.Health can give alarms onboard of your vessel, but other services cannot be provided.

Are my data secure in OnCare.Health Marine and where is the data stored?

Yes of course. The data is stored on servers in Frankfurt and Heidenheim (both in Germany). All regular standards are respected and additionally systematically encrypted. See cloud standards here. For other standards (like ISO-IEC 27001, DIN ISO 3834-2, ISO 9001 or ISO 14001). Please contact us.

Does OnCare.Health Marine meet all Marine standards?

Yes, the OnCare.Health Marine hardware has an approval from DNV-GL.

And also with the following IT-standards is OnCare.Health Marine compliant with:

- ISO/IEC 27001
- GDPR-compliance standards
- ISO 9001

How often data is send to the OnCumulus Cloud and what is the type of data?

This depends on the connection between the edge device onboard and the cloud. But normally once per day all data from the ship will be send to the cloud.

Are there references for OnCare.Health Marine?

Yes there are, e.g. in ferries, tugs and various offshore vessels. You can find the actual list in our brochure or on our homepage.

What is the lifetime of OnCare.Health Marine?

The hardware of OnCare.Health Marine on board of your vessel concerns a robust PLC of a premium supplier. The expected lifetime is substantially more than 10 years. The used sensors are also carefully selected for their robustness. However, due to harsh conditions (e.g. temps, humidity, greases) in the Machine room a sensor change may come earlier.

When using OnCare.Health Marine does the software of the vessel system have to be adapted?

The OnCare.Health Marine software is a special feature of the (electronic) control system. For mechanical control systems a standalone solution can be offered.

Can OnCare.Health Marine be switched on and off manually?

Yes, the customer can unplug the gateway for data transmission at any time and set a switch to turn the solution of.

In which countries can OnCare.Health Marine be used?

OnCare.Health Marine can be used independently of the country where the vessel is operated.

How does the installation and commissioning of OnCare.Health Marine take place?

1. For new builds with (electronical control system) OnCare.Health Marine can be ordered together with the propulsion system.
2. For retrofit we have to look case wise what's the best and desired solution. Usually more engineering is required and it will lead to higher prizes.

Does OnCare.Health Marine affect the scheduled dry dock overhaul timeline?

No, but a big advantage is that replacing parts that might routinely/schedule has to be replace at the next dry dock overhaul, don't have to be changed, because the data gives us confidence that the component will continue to perform reliably for another interval.

What changes to the vessels are caused by the installation of OnCare.Health Marine?

If OnCare.Health Marine is installed during the installation and assembly phase of the vessel, there are generally no changes. In case of retrofitting of the system, additional sensors have to be installed on the propellers. Newer propellers already have the necessary mounting possibilities for the sensors. For older propellers, a customized solution may be designed. In every case additional cabling will be required.

At what intervals must OnCare.Health Marine be serviced?

OnCare.Health Marine System is a software that is running on the control system. The software receives via the cloud connection updates, when patch available. The sensors don’t need to be explicitly serviced, however regular sight inspections for (cable) damages, firm brackets, tight connectors etc. are recommended.

Can I use OnCare.Health to stretch the interval? Currently, I have a high season but my maintenance schedule demands I should take the Vessel into service.

Yes, by means of the Health Check. Our health check delves into the data and looks for anomalies, patterns and trends of concern. If the outcome is positive the customer could think of stretching the interval with less risk of failure involved.

Can I use OnCare.Health to prioritize service? Currently, I have only limited resources in maintenance and thus need to prioritize the work order on basis of true wear and tear.

The health check can be made on multiple VSP units simultaneously, what enables you to compare the true wear and tear and plan maintenance accordingly. You could think of conducting maintenance first on the equipment that has the worse condition and the highest risk for breakdown.

Are regular software updates carried out, e.g. user interface, bug fixing, software scope ...?

Yes, there will always be software updates when new functionality is available due to a further development, or bugs were found in the software, which will be eliminated with it. However, this is not done at regular intervals.

Can the OnCare.Health Marine system be upgraded after a certain period of operation, e.g. from "Basic" to "Premium" or even additional components (oil diagnostics, vibration diagnostics) be added on the installation side?

OnCare.Health Marine can be upgraded at any time. However, it must be taken into account that the costs may be higher than if the higher-quality package were ordered immediately. The control cabinet must be adapted on site and new cables must also be laid in the ship. It must also be ensured that there is still enough space in the control cabinet for an (eventually) additional module of the PLC. Technically, there will always be a solution.