

Why change from OEM to ISP?

Introduction

A greater percentage of wind farms are out of OEM granted warranties and this has loosened the grasp that OEMs have on the market. As ISP's only deal with maintenance and optimized production, this removes a level of bureaucracy for the client, allowing them to operate in a more agile way.

Challenges

Research indicates there is a direct relationship between the size of the portfolio held and the ratio of self-performing or ISP vs OEM and this will influence who ISPs will target. Consideration should also be given to the time needed to implement an ISP contract, particularly the time required to develop the documentation needed to build a safe system of work.

It is important to consider the gaps in service that cannot be offered by an ISP due to IP negotiating a parallel OEM support agreement. Clients should also be prepared for the OEM's reluctance to engage ISP's and should be prepared to do background checks on the ISP's credentials.

Savings

The last few years have seen changes in the maturing US and Global onshore wind markets driven by different and uncertain Government subsidy mechanisms - "The easy money in onshore wind has gone". As a result there is a greater emphasis on increasing maintenance contract value and reducing operating expenditure. Working with an ISP such as Natural Power gives the client greater control over maintenance.



Greater Control

Using an ISP such as Natural Power offers more cost effective and flexible service provision through the wider sourcing of parts and consumables. Clients also benefit from high quality customer service as ISP's strive to improve what they offer clients and an open dialogue between both parties with no reason to hide serial defects. Working with an ISP also gives greater transparency as clients are given access to all maintenance data.



ISP's/Self Servicing - A Growth Market

ISP's can offer a wealth of technical experience in-house as well as access to technical documentation and specific technology and tools that provide comprehensive reporting solutions. With over 20 years of experience, Natural Power has strong working relationships with the OEM's and can specifically offer:

- Large corrective work
- Accreditation for health and safety and environmental and quality management competence for ISO compliance.
- Reliability centered maintenance, benchmarking and performance engineering
- Supply chain solutions and strategic repair parts stock holdings
- Availability of spares and turbine specific tools
- Warranties offered
- 24/7 wind farm monitoring



Access to technical documentation



Technology, tools or software protected by Intellectual Property Law



In house technical competence knowledge base on various technologies



Working relationships with the OEM's



Availability of spares and turbine specific tools

