



# MINS Technologies Inc.

Marine Information & Navigation Systems

www.minstech.com

## Company Profile & Service Proposal



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Dear Sir / Madame:

*Thank you for your expressed interest in using our services.*

*As an official ORBIT dealer and advanced service center - we are pleased to submit this proposal in response to your enquiry and look forward to working with you to provide the best possible solution.*

*Please take a moment to read about our company history and structure. We hope that the information submitted in this proposal will help with your evaluation process and planning.*

*For any questions or additional information, please do not hesitate to contact us for clarification or assistance.*

*We thank you for your consideration and look forward to working together.*

Sincerely,

Alexander Goldenberg | CEO

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## *Company Introduction*

MINS Technologies was established in 2006 as a small business located in Netanya, Israel. We started our way from manufacturing a small line of electronics, marketing these products online and through several overseas dealers.

The same year, MINS founder Alexander Goldenberg joined ORBIT Communications Ltd. filling a position in the sales & marketing department as customer support engineer for marine products.

In 2010, the Company relocated to Canada, becoming MINS Technologies and incorporated in 2012 as MINS Technologies Inc.

The core of our business revolves around 3 main specialty areas:

- **International Marine Satellite Communications support.**
- **Marine Electrical and Electronic Services for the local Canadian fleet.**
- **Electronic production of communication devices.**

We still consider ourselves a small business with five employees at the Head Office as well as six overseas (USA, Russia, Italy, France, Australia, Greece) on our support teams.

The Company has been growing at a rapid pace and has developed successful partnerships all over the world.

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## Certifications and references:

MINS technical staff are certified for major **ORBIT** key-products, which gives us the technical and legal ability to provide any possible service on behalf of that manufacturer.

Additionally, we are authorized by ORBIT Communications Ltd. to provide technical training for third party technical staff including holding exams and applying for ORBIT certificates for successful training candidates.

MINS technical personnel are **SeaTel** certified for VSAT key products (40XX & 97XX models). We are **Intellian** certified as well, including V100 & V240 series.

In recent years, we have partnered with SATCOM leaders all over the world as well as many large fleets (clients) around the world. We strive to maintain a great working relationship with all our clients and references may be provided on request. More details can also be found on our website.



## Our Vision:

We intend to continue providing outstanding support for ORBIT Marine Communications systems around the globe, maintaining appropriate technical and marketing activities and securing a wide range of spare part inventory for ORBIT key products.

As loyal believers in the excellence of ORBIT products, we intend to take steps in expanding these products on the maritime market. We also aim to assist our clients with their unique needs and look after other SATCOM brands (SeaTel & Intellian) if such help should be requested.

We recognize international maritime communications as a dynamically growing market and have become a strong contributor. We aim to keep the company structure and company philosophy close to a small and economically-efficient business but very effective. We strive to stay on the market for decades and build long-term relationship with our clients and partners.

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## Why choose MINS?

We base our vision of Marine SATCOM business on the simple consideration that marine communication systems are state of the art complexion of electro-mechanical, RF and software devices that require deep knowledge, years of experience and extensive work. With such complicated equipment. Casual, “overnight” players may make the best product to be compromised with wrong planning, bad installation or unprofessional maintenance. We believe that with such complicated equipment, you really need an expert.

- ✓ **MINS personnel came “from the sea”.** We have approximately 100 years of combined sea experience as NAVY officers, merchant fleet radio operators and fleet managers.
- ✓ **MINS is a trusted and certified ORBIT dealer.** We have accomplished many unique projects on behalf of ORBIT. We speak the same language – verbally and technically. We are talking by part numbers, drawings, graphs and system files.
- ✓ **MINS manages close to \$0.5M in spare parts stock.** We succeeded in drastically minimizing the “RFQ to shipment time “. We hold a wide range of spare part stock and most of the frequently used parts are available immediately.
- ✓ **We have our own LRU repair circle.** MINS refurbished parts are supported by acceptance test protocols and are subject to MINS warranties.
- ✓ **Our prices are very competitive and often unbeatable.**
- ✓ **We know ORBIT VSAT & TVRO systems on the part/board/component level.** Our systems and projects database contain unique technical information. We know these systems very well.
- ✓ **MINS has unique experience in managing projects Internationally.** We know the world and the realities of the modern International trade, where every logistical or legal aspect is very important for timely and successful project completion.
- ✓ **We have developed our own programs for fleet maintenance.** Such programs have determined the way and the costs of keeping existing fleets using satellite systems in good working order. Such programs have been successfully implemented on two customer fleets and we are looking for new similar service contracts.

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## Our services:

- **Service contracts to support a fleet of systems or a single antenna:** That type of service may be considered as the most beneficial for both parties – our organization and the client. The typical service contract describes our responsibilities to provide priority services for such clients and specify the maximum time between the service call and the technician arrival onboard the vessel.

We will be contracted to maintain an exact, minimal amount of spare parts required for your fleet. Our responsibilities are to purchase such parts on our account and hold it in our possession. The parts will always be ready for immediate dispatch or shipment upon request.

We will manage the fleet folder and every system folder updated, tracking all necessary technical data, including service history, planned repairs, updates and preventive maintenances. Technical difficulties will no longer be the client's concern.

We ask that our clients commit to timely fund deposits to our account upon signing of a service agreement or per our monthly invoice.

- **Technical audit:** This type of service may be best implemented while the client approaches a system with a new vessel/site or makes an order for their assets. You may be interested in knowing the system's current technical shape in order to take the appropriate logistical or purchasing decisions. The audit consists of a visit onboard the vessel/site, system inspection and tests. By the end of the service you will be getting the system audit report and our recommendations. We will base our opinion on the OEM specifications and recommendations.
- **On call system repair:** A trivial type of service which is a standard industry accepted practice. The difference that MINS makes is that - **we are committed and dedicated to spending the time to determine the fault nature and all possible scenarios before we dispatch.** We talk to the crew and ensure superior planning and execution. We choose the best way to approach the issue and get the system back online as soon as possible.

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- **Guaranteed LRU repair:** MINS in-house “Line Replaceable Unit” repairs usually apply to out of warranty parts. However, we may be authorized to deal with parts under the warranty by getting a special ORBIT permission. The major benefit of MINS in-house repairs is a drastic reduction of the process times. We aim to get the unit fixed and shipped back to the client – within three business days. All the refurbished parts are subject to the Acceptance Test Procedures (ATP) originated by the manufacturer and modified by MINS. We do not repair a unit if we don't have the absolute ability to test it and guarantee the acceptance. We also apply appropriate warranty to the refurbished products.

- **Spare Parts Sales:** We sell both brand new and used/refurbished parts acquired in ORBIT. MINS holds a healthy amount of stock, purchased in advance or returned after repairs. All parts acquired from ORBIT are subject to the ORBIT limited warrantee.

**We also maintain some limited stock of obsolete ORBIT products and parts.**

- **New system sale and installation.** As an official ORBIT dealer, we are happy to supply brand new or pre-owned satellite system to our end-user or valued partner. We are ready to handle whole end to end projects including the site survey, installation engineering, system purchase, delivery and integration onboard any ship worldwide. We have been doing this for almost a decade and have earned unique in this area. As mentioned earlier – the company is oriented on providing technical support services. Our target as the SATCOM system seller – is to provide cost-effective installation, to save your money and to grow our business by supporting these installations and selling spare parts.

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## MINS Warranties

MINS Technologies is committed to providing the highest level of customer service and satisfaction. We highly appreciate our relationships with our clients and partners. That is why we have developed special company warranty policies based on our ability and aspiration of protecting these relationships in case of failure.

- **MINS Technical Service Limited warranty:** The work done by MINS technical staff is warranted for a period of 60 days. Should the system failure return during this time – we will come back to the site to fix the problem. The warranty is valid as long as no personnel other than MINS has provided any attempts to fix the problem by physical intervention into the system hardware or configuration settings. We take all labor and parts expenses under our account and kindly ask that the client provide reimbursement for travel expenses including flights, accommodation and meals during the return service.
- **MINS Parts Limited Warranty -** MINS provides a 6 months warranty to all new or used parts shipped from our warehouse. We replace failed parts with identical ones. For this warranty to be valid we require that the installation of parts be carried out by an ORBIT certified technician. We may request that the warranty holder provide the name of the technician responsible for the installation as well as a copy of the installation/replacement service reports signed by the vessel representative. We may also ask for the failed parts or components to be returned to MINS at your expense.

*Thank you for taking the time to read about MINS. We hope that this is a start to a strong and reliable partnership and we look forward to hearing from you in the future. Please do not hesitate to reach out to us with any questions.*



*“The difficult we do immediately, the impossible takes a little longer”*

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