



V E S S E L
V A N G U A R D®
ALWAYS ON WATCH

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VESSELVANGUARD LAUNCHES 24/7 CTAC CUSTOMER SUPPORT PLATFORM

Digital Boat Profile and Customer Service Portal Expands Offerings with Technical Assistance Center

Palm Beach Gardens, Fla. – VesselVanguard, the leading maintenance management solution for boat owners and manufacturers, announced today the launch of its 24/7 customer support center manned by service professionals – the Customer Technical Assistance Center or CTAC. This new program had been previously launched for owners of Formula Boats with great success and is now being offered in a tailored format to all subscribers of the VesselVanguard platform – as an included service of their subscription. VesselVanguard partnered with Boat Fix, a U.S. based firm with over 25 years of experience offering similar services in Europe, to develop the program.

“We have led the way in providing peace of mind to boat-owners by transforming their boat maintenance from best guess to best practice,” said Don Hyde, founder and CEO, VesselVanguard. “The information we have on each boat and their maintenance requirements and histories perfectly positions VesselVanguard to offer first-level triage when an emergency occurs.”

“With the VesselVanguard boat profile in front of us we can observe all factors to diagnose the problem, determine a solution, and immediately assist the customer around the clock,” said Alastair Crawford, general manager, Boat Fix.

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Dedicated to providing significant changes in the post-sale relationship for boat builders and customers alike, VesselVanguard removes the complexity of owning and maintaining a vessel. The solution meets the information needs of today's busy lifestyle by giving boat owners a secure and comprehensive boat profile accessible from the cloud, anywhere, at any time, by browser, tablet or smartphone. The profile contains all manuals in searchable form with current updates, warranty data, registration and insurance documentation organized to the preferences of the owner.

For more information on VesselVanguard please visit www.vesselvanguard.com.

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About VesselVanguard:

Based in Palm Beach Gardens, Florida, VesselVanguard is designed around the needs and time pressures of the modern boater. Its mission is to simplify boaters understanding of their vessels maintenance requirements, provide the peace of mind that comes with that knowledge, reduce operating costs, preserve asset value, and most importantly — increase boaters time on the water. A web-based, technology-enabled subscription service that organizes all manuals, maintenance schedules and warranties for all on-board equipment systems, VesselVanguard creates a digital Boat Profile that simplifies the entire boat-ownership experience and uses Task Alerts via email and text to owners and service collaborators in advance of boat maintenance needs.



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