



Hello test

Welcome to Nautel Navigator introducing: our new CEO, Kevin Rodgers; news on the upcoming OSEA show; NDB applications; our regular Technical Tips column; and, the results of a recent customer pulse survey.

We would love to hear from you. Please send your feedback and input for future topics to nav@nautel.com.

Thank you!



[Play VR Link Set-Up and Installation Video](#)



[Play ATU500 SR Tuning Video](#)

Nautel Support Videos are created by Nautel Customer Service Technicians and cover topics such as configuration, operation and maintenance of your Nautel transmitter.

[Technical Support Videos >](#)

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Offshore NDB Applications & OSEA 2014

Specifically designed for use in harsh conditions including coastal and maritime environments, the Nautel Vector System offers a unique, patented solution to maintain system coverage regardless of undesirable antenna effects such as salt build-up on antenna insulators and ground plane resistance changes.



Nautel has shipped thousands of Non-Directional Radio Beacon (NDB) systems for offshore oil platforms and support vessel applications. Our industry-leading quality, reliability and customer support make it the choice of NDB operators worldwide.

Nautel's Gary Galbraith will be attending OSEA, December 2-5 in Singapore. To arrange a meeting, email: ggalbraith@nautel.com. You can also learn about Nautel's offshore products at the RICO, Imtech Marine Singapore, and OMEGA Integration stands.

[Learn more about offshore NDB Systems >](#)

[Spotlight on Kevin Rodgers, New CEO](#)





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What happens when a thriving company's Director of Customer Service, Kevin Rodgers, takes over as President and CEO?

The focus on the customer – which is already very strong - becomes even more intensive.



In addition to being a shareholder and board member of the company for many years, Kevin has long had "boots on the ground" in terms of the day-to-day operations of the company, especially when it comes to Nautel's customer-driven processes. Kevin has been with Nautel for three decades, most recently serving as Director of Customer Service, where he grew the department to what it is today.

"Getting customer input is vital to our success," Kevin says. "Most of the advanced ideas in our products, and many of our customer support programs, come about from conversations with customers who are interacting with our products on a daily basis and know firsthand what would make their lives easier."

So, just what will be changing at Nautel under Kevin's leadership?
[Learn more >](#)

Systems Interface Wins NDB Replacement Contract

Systems Interface, based in the UK, has been awarded a significant contract by DFS Deutsche Flugsicherung GmbH for the replacement of Non-Directional Beacons (NDB) at various locations across Germany.



The four year framework agreement includes the supply of up to twenty Nautel VR125 Non-Directional Beacons with Automatic Tuning Units (ATU's). Systems Interface will provide initial system installation training and 13 NDB's within the first two years.

As agents for Nautel, Systems Interface has supplied and installed over 170 Nautel NDB systems worldwide, and maintains an extensive parts depot at its UK facility to provide on-going support for all Nautel NDB systems allowing expedited parts delivery to customers in the UK, Europe, Africa and the Middle East.

[Learn more about NDB Systems >](#)

Customer Service Pulse Survey

In April, 2014, Andy Berry joined the Nautel support team as Manager, Customer Service.

An explorer at heart, Andy has a

passion for discovering new ways of enhancing the customer experience.

In this article, Andy outlines the results of a recent Pulse Survey he conducted to check if customers really are enjoying the peace of mind that our brand promises.

Going forward, Andy will be working with his team to make things even better, and he welcomes your input on how we can improve further.



[Read Andy's full article including Customer Survey Results >](#)

Tech Tips 'n Tricks

What You Need to Know When Calling Tech Support.

Should you ever require the services of Nautel technical support, there are a few things you can do to speed up your service call.



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