



VestasOnline

Wind turbine self-service
at your fingertips

What are the benefits of VestasOnline?

VestasOnline is a self-service offering for Vestas customers or prospects providing **easy and secure access to documentation and turbine-specific services** that can be performed remotely whenever needed.



VestasOnline Digital services

VestasOnline is a comprehensive platform designed to simplify the management of your turbine fleet, so you can focus on what really matters - **generating clean energy.**

Planning & Maintenance



Service Schedule

See a detailed overview of upcoming service visits from initial planning to job completion (when the Service Order report is made available)



Service Order Reports

Find and download the Reports, i.e. the recap document created after the service team has completed the service visit.



Blade Asset Management

You can get insights into the condition of blades (damage severity and types) to optimally plan maintenance and repair activities.

Finances



Invoices

Manage all the invoices issued by Vestas to your company and get an overview of current financial balance with Vestas, per currency.

Document Sharing



Safety Alerts (Technical Library)

Automatic push of new Safety alerts and updates. Alerts only relevant for your turbine portfolio.



Project Planning Portal

Easy download of latest technical sales documentation for potential and existing customers.



Workspace

Content sharing space to enable easy sharing of contract specific and ad-hoc documents and files.

Support



Online Support Tickets

You can create new tickets online and easily see pending support tickets with status and resolution progress.

Platform capabilities



Notifications

Advanced and flexible notification centre to accommodate individual user's need to manage updates on their windfarm.



Multi-language

Available in various languages English, Chinese, Japanese, German, Polish and Spanish.

Some services are provided for free depending on your contract scope. You do not automatically have access to all services.

80%

Enabled Contracts *

3k

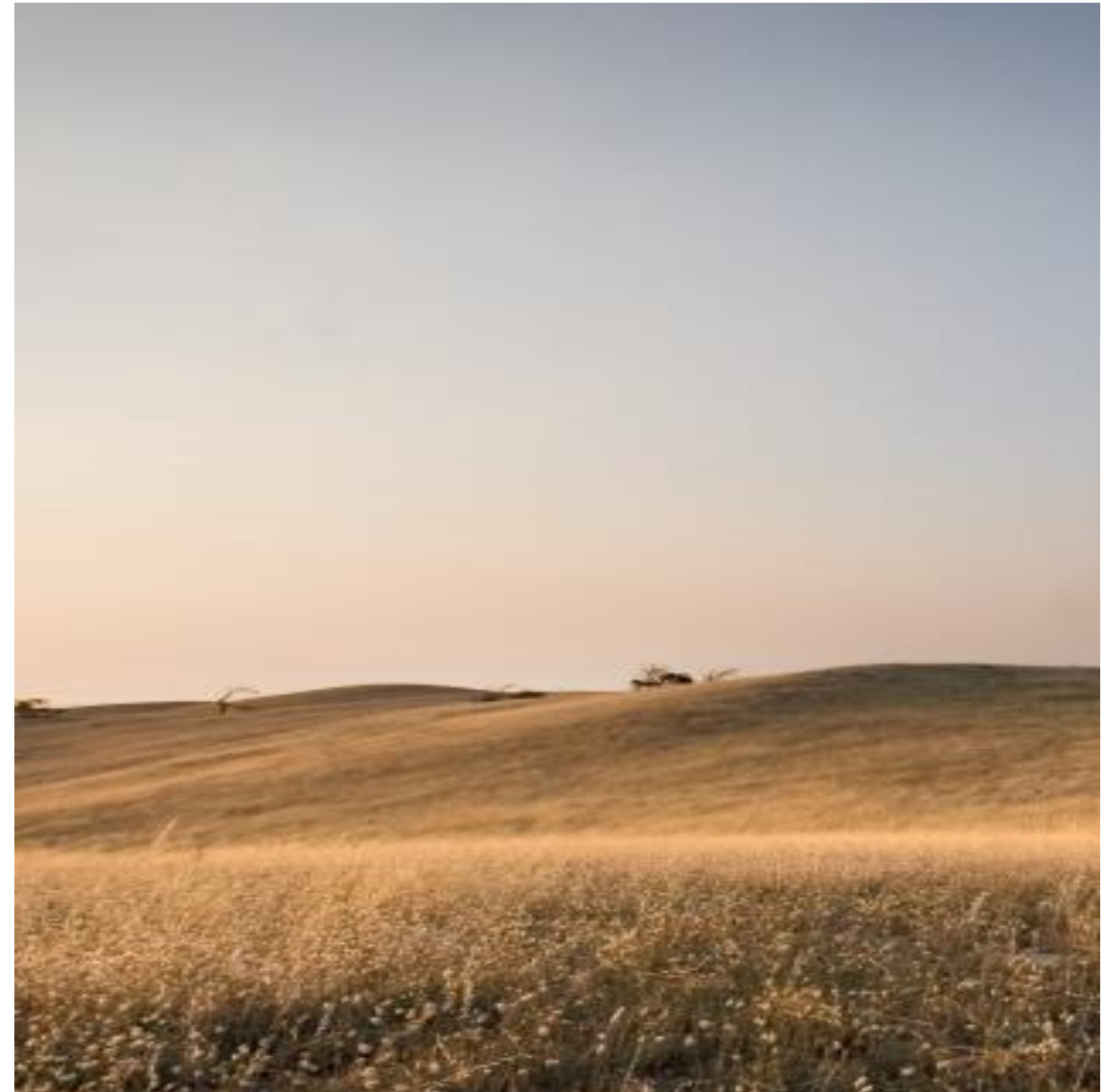
Monthly Active Users

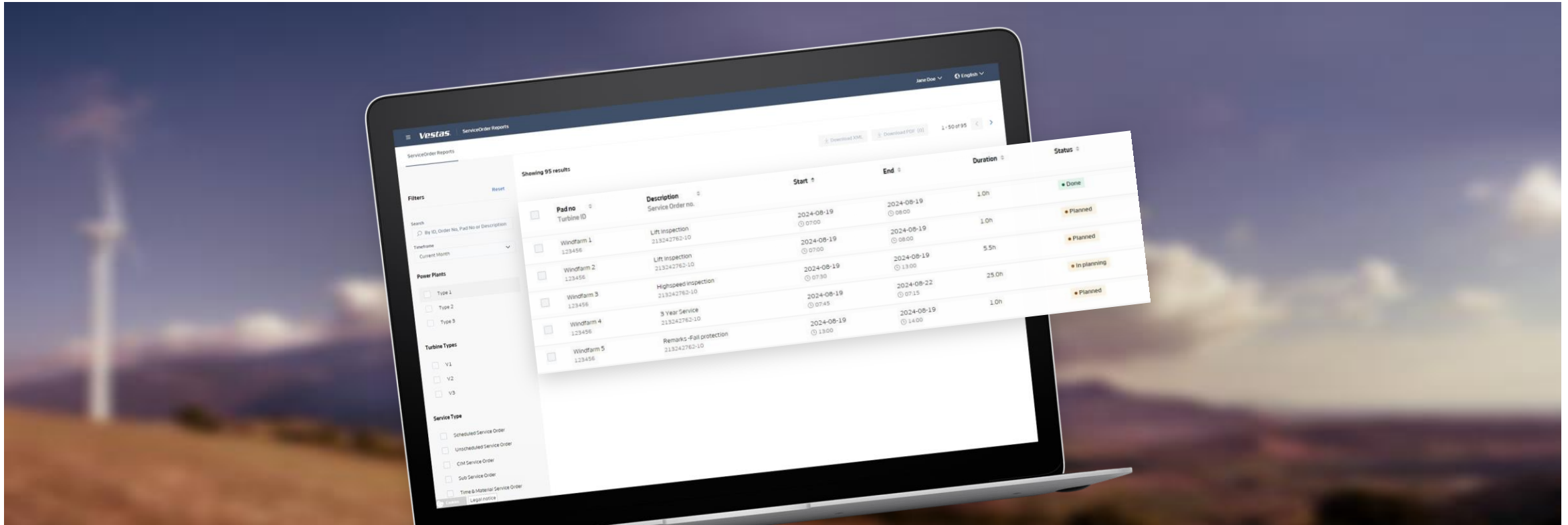
32k+

Monthly Visits

500k+

Monthly File Downloads





The [Service Schedule](#) application provides real time [information on upcoming service visits](#), from initial planning to job completion (when the Service Order report is made available).

Key features:

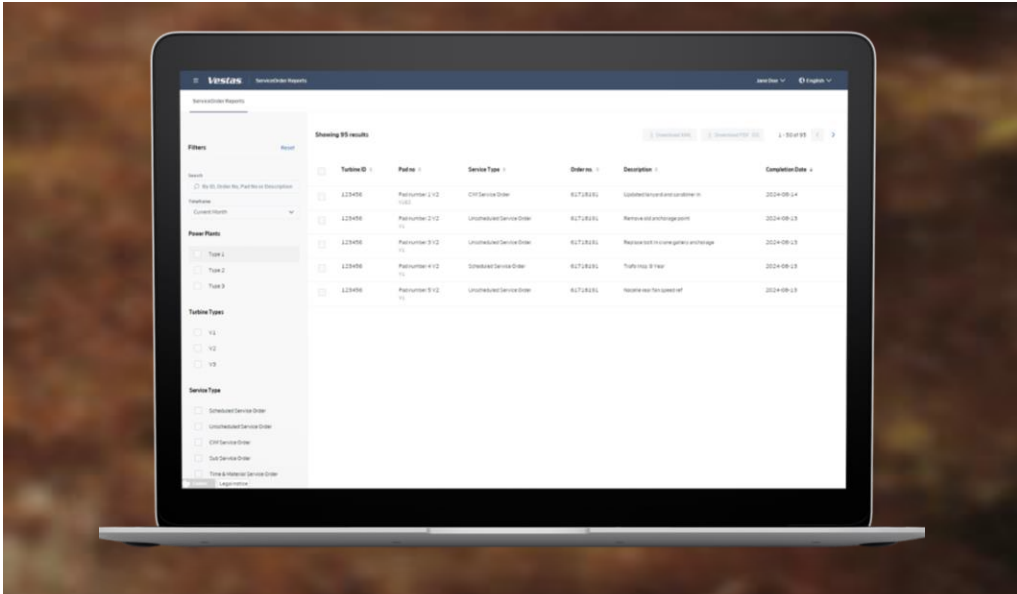
- Customize your view, select power plants, turbine types and timeframe, or search specific turbine ID or service order number
- View and download data as PDF and CVS files, or set up data feed to automatically update your own systems with latest service schedule information
- Automatically receive an email with overview of upcoming service visits at your preferred frequency

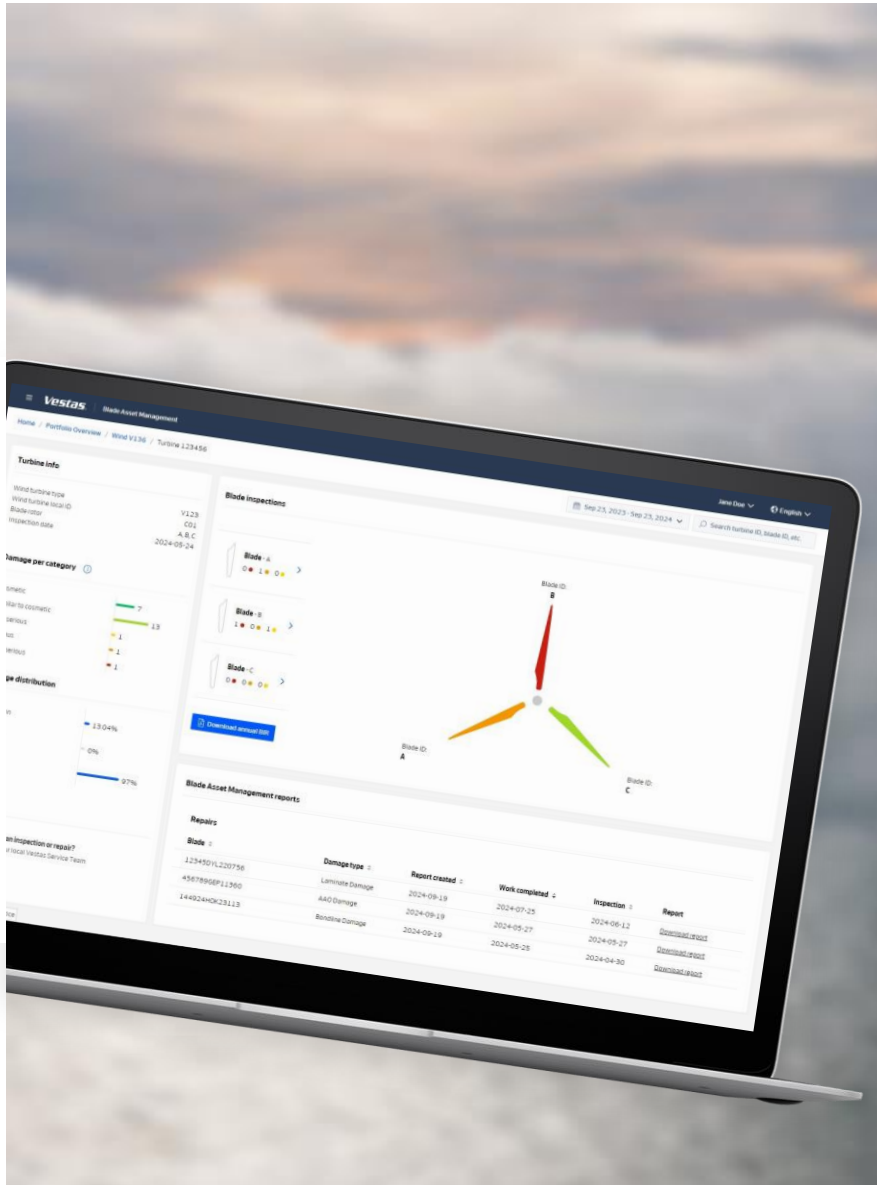


The **Service Order Reports** application is where you find and download the **Service Order Reports**, i.e. the recap document created after the service team has completed the service visit.

Key features:

- Customize your view, select power plants, turbine types and timeframe, or search specific turbine ID or service order number
- View and download data as PDF and CSV files, or set up data feed to automatically update your own systems with latest service schedule information
- Automatically receive an email with overview of upcoming service visits at your preferred frequency

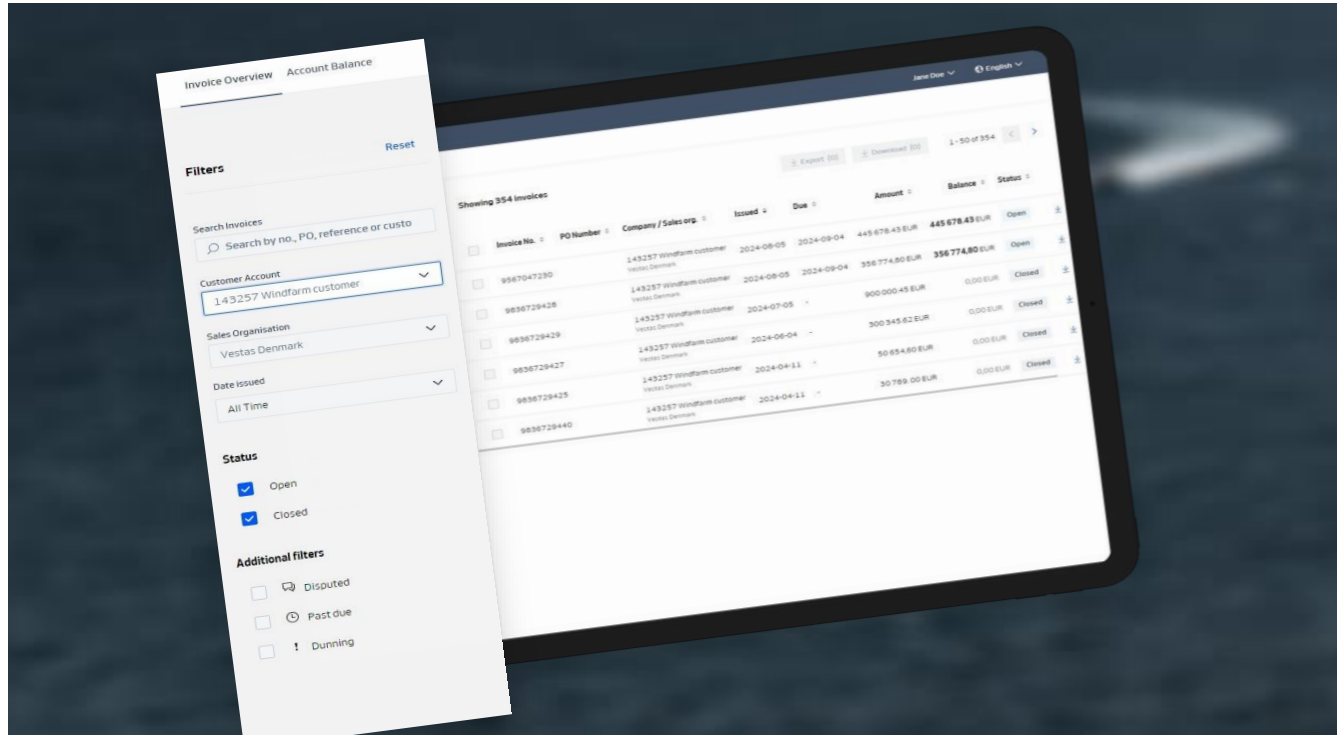




The **Blade Asset Management** application helps you as a turbine owner by **providing insights into the condition of your blades** (types and damage severity) for you to best plan maintenance and repair activities.

Key features:

- Explore blade inspection results across sites, geographies, turbine models and blade variants
- Easily export blade data to fleet, site or turbine reports, for improved reporting to management, partners and clients



The **Invoices** application enables you to **manage all the invoices issued by Vestas to your company.**

The advanced search options help you get an overview of invoices with reference to specific contract, sales or service order.

Key features:

- View, organize and download invoices
- Use the advanced search and filter option to easily find invoices of interest, and view related service order reports next to the invoice
- Get notified when new invoices are available
- See real time overview of account balance per currency, including transactions adding up to the balance

Turbine ID	Pad no	Service Type	Order no.	Description	Completion Date
123456	Pad number 1 V2 V1.62	CM Service Order	61718191	Updated lanyard and carabiner in	2024-08-14
123456	Pad number 2 V2 V1	Unscheduled Service Order	61718191	Remove old anchorage point	2024-08-13
123456	Pad number 3 V2 V1	Unscheduled Service Order	61718191	Replace bolt in crane gallery anchorage	2024-08-13
123456	Pad number 4 V2 V1	Scheduled Service Order	61718191	Trip Insp. 9 Year	2024-08-13
123456	Pad number 5 V2 V1	Unscheduled Service Order	61718191	Nacelle rear fan speed ref	2024-08-11

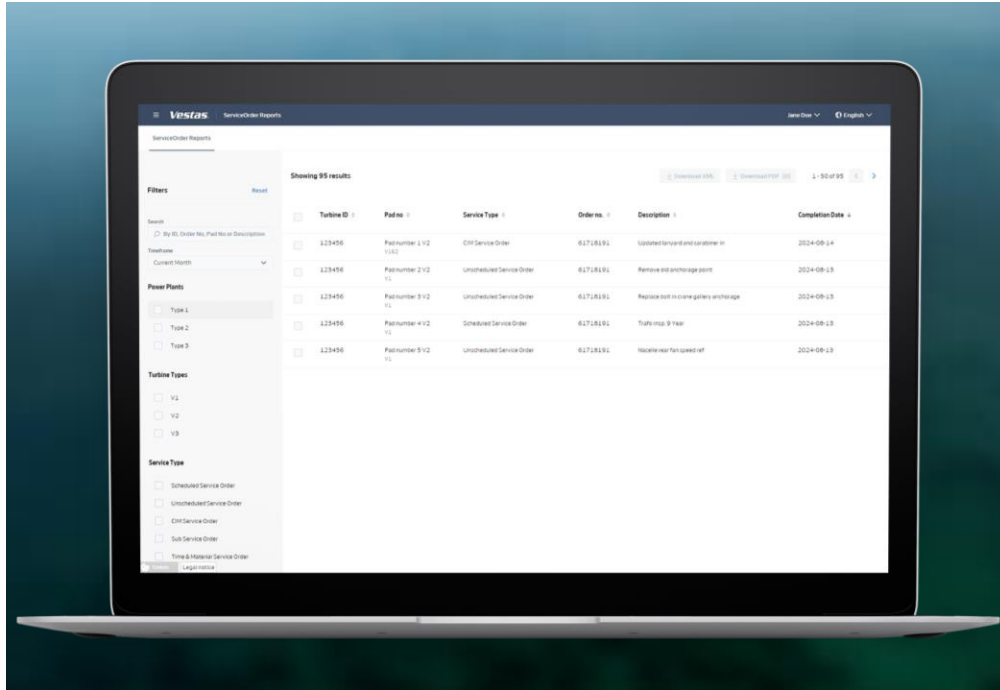


The **Technical Library** application enabled users to **stay informed about Safety Alerts*** for each turbine in a power plant. In this way, we ensure transparency in the communication of safety risks.

Key features:

- Easily track both active and expired Safety Alerts
- Download or preview document directly in your browser
- Get notified every time there is an update to your Safety Alerts

* A Safety Alert is a notification to affected personnel about a recently identified, high risk of serious incident/injury or a serious risk affecting the surroundings of a product caused by the design of a product or instructions to operate a product



The **Project Planning Portal*** enabled potential and existing customers to easily download the **latest technical sales documentation** necessary for new site development activities.

Key features:

- Filter documentation by category, DMS number and turbine specifications (rotor diameter, nominal power, hub height, etc.)
- Get an overview of all versions available in the document
- Download multiple documents simultaneously
- Download pre-assembled, fit for purpose document packages

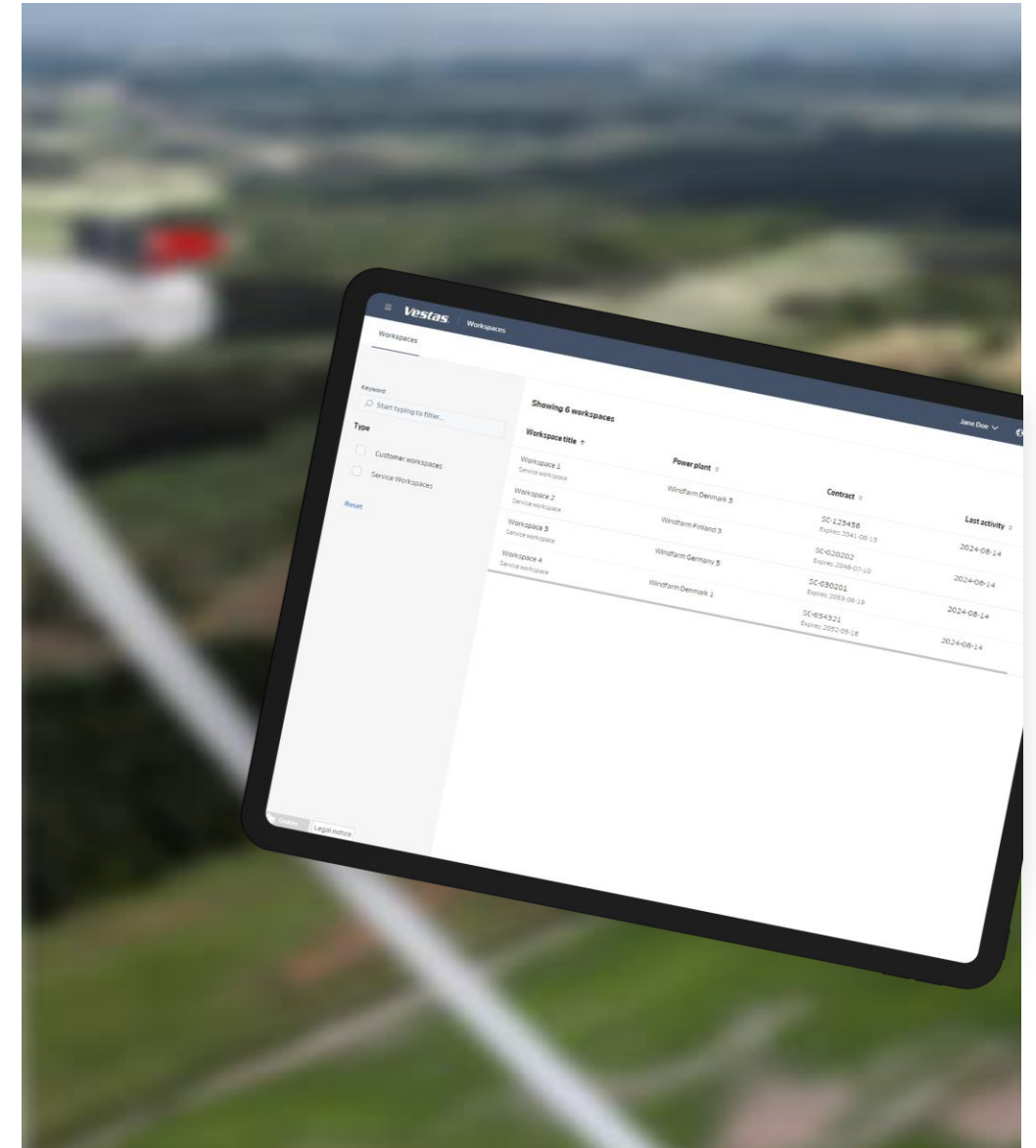
* Currently only available in Germany. We're looking into scaling up the solution at global level



The **Workspaces** application gives you **access to a site and project-specific collaboration** platform where you can share information, files and discussion topics with the member of your organisation and the Vestas team. All important files and information are grouped by site or project in one place.

Key features:

- Get overview of files, information, discussions and team members, per site and project
- Search, browse and manage your documents. Download directly to your computer and use the file basket for bulk download
- Receive notifications when news are available, ensuring constant update with the latest information





The [Support Tickets](#) application enables you to [easily submit new support tickets](#), as well as get an overview of ticket status and resolution progress. In this way, you do not spend time on the telephone with the support team, while at the same time managing technical issues in the smoothest way possible.

Key features:

- Easily submit your support tickets thanks to the intuitive user interface
- Efficiently keep track of all the tickets you have opened and their status



If you require assistance with onboarding, please do not hesitate to contact your designated Vestas representative.

For more information on VestasOnline, please visit [Vestas.com](https://www.vestas.com).

Access VestasOnline [here](#).

Thank you!

Your Vestas Team