

MESOTECH'S FEATURED REP



KONGSBERG

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GRANT RAWLINSON - KONGSBERG MARITIME SINGAPORE



How did you, and when did you get into the rep business?

I am originally from New Zealand and trained as a land and hydrographic surveyor. I took a job with survey equipment manufacturers and dealers when I was 22, doing technical training and support initially before moving into sales, I have been with Kongsberg Maritime in the Singapore office for coming up to 10 years now.

What motivated you to become a Mesotech rep?

It wasn't really my choice to be a rep, as when I joined the Kongsberg company, I found that the Mesotech portfolio fell under my control. Initially I knew very little about Mesotech. It was not until I made a trip to the Mesotech office in Vancouver, that I saw just how fantastic some of the Mesotech products are in terms of the amazing data they produce, and also met some of the very cool people at Mesotech who have become my friends over the years, that I really became super motivated to sell and promote and become involved with Mesotech Equipment.

What is your Unique Selling Proposition (USP) and how would you define your customer base?

My USP is my overall knowledge of the solutions available to solve complex survey tasks, and my ability to communicate this to customers in a way they can quickly and easily understand. I have over 20 years technical and commercial experience and I enjoy the challenge of being shown tricky jobs and coming up with solutions that work, not just technically but cost effectively. My customer base is broad, from ROV companies in the Oil and Gas Sector, Ports and Harbours, Navies, Surveyors, research institutes, treasure hunters and governmental departments. From the Kongsberg Maritime Singapore office I cover all of South East Asia and Australia and New Zealand, so the customer base is diverse.

How often are you 'on the road' and away from home/family per year?

I try to travel around two times per month. This is very dependent on what is happening and sometimes it can be every week, with some quieter periods of one month with no travel at all.

When you aren't working what are the other passions in your life?

My first passion is my family - my two twin daughters, Rachel and Kate and wife Stephanie. Following very closely to that is my love for mountaineering and adventuring. I love to explore the worlds more extreme environments using only my own human power. I have climbed mountains all over the world over the last 15 years, virgin peaks in Kazakstan (one of which we named 'Kongsberg Peak'), winter expeditions to Pakistan and I also was lucky to stand on the top of Everest. Recently I have focused more on longer committing human powered expeditions and will attempt in January 2017 to row my custom made ocean boat from Singapore back to New Zealand, a journey of 12,000km, but completely using human power.

What is the greatest challenge in working as a person in between your customer and your Principal?

The time difference and the great distance from Vancouver can be challenging at times. In general Kongsberg Mesotech is very responsive and I really enjoy working remotely with them as I can come to work in the morning and be sure I will have an answer from the question I asked the day before. It's always easier to deal with people on similar time zones though.

Have you a 'Customer Challenge' story?

We recently supplied the M3 to a customer for a trial on an ROV, it took a huge amount of effort and coordination, but as soon they installed it and saw the performance, they turned off their old scanning sonar and refused to return the M3 until they finished their job.

What can Kongsberg Mesotech do to make your selling experience easier?

When sales rep's from Mesotech visit me, normally once per year, this is the opportunity for me to soak up all the

new knowledge. To hear and see the new equipment and software, to see the new sales presentations and see how the Mesotech team present their solutions is really important for people like me working remotely. This is the one time I get to learn and update myself, and I will put these new skills and new information into practice for my own sales appointments. So having these regular sales visits and having the new information shared is really helpful.

What is your personal motto/mantra?

Everything will be ok in the end, if its not ok its not the end.

If you were to choose another work path in life what would it be?

A helicopter pilot.