

— MAINTENANCE FOR SHIPS AND FLEETS

# System continuity protects onboard revenue.

Seafy Maintenance keeps available the digital systems that support onboard operations and revenue. Monitoring, preventive maintenance and corrective work, remotely or on the vessel itself, under agreed SLAs.

# Critical systems with no continuous management

Wi-Fi, the portal, IoT, TV and onboard audio now support operational services, the passenger experience and revenue. When monitoring, maintenance and accountability stay fragmented, problems surface late and work only starts after the failure.

01

## Problems surface too late

Without monitoring, degradation and faults become visible only once the service is already compromised.

02

## Fragmented accountability

Different vendors and skill sets make it hard to identify who should act and to coordinate the fix.

03

## Work only after the failure

Reactive maintenance means urgency, higher costs and work constrained by where the ship happens to be.

# Every outage puts revenue and reputation at risk

System unavailability stops digital sales, disrupts the passenger experience and takes time away from the crew. Effects that repeat on every crossing.



## Digital sales stop

When the portal, Wi-Fi or payment systems are unavailable, onboard services cannot be bought.



## Dissatisfied passengers

An unavailable digital service generates complaints and undermines the perceived quality of the crossing.



## Time taken from the crew

Onboard staff handle requests, refunds and workarounds instead of their own operational duties.



## Commercial campaigns not delivered

Impressions, sponsorships and co-branded content are not distributed while the systems are down.

# Reactive maintenance multiplies cost and risk

Without continuous management, spend shifts from planned maintenance to emergency work. Meanwhile security exposure, diagnosis times and the load on the internal team all grow.



## Slower, costlier recovery

Emergency call-outs and unavailable spares extend the outage and tie the work to the ship's position.



## Accumulated risk and compliance debt

Deferred updates and unverified configurations steadily increase the infrastructure's exposure.



## Diagnosis from scratch

Without a current asset inventory and documentation, every fault needs fresh checks before anyone can act.



## Internal team absorbed by emergencies

Technical staff spend their time coordinating vendors and restoring service, slowing projects and fleet roll-outs.

## — THE SOLUTION

# We work remotely first. When needed, we come on board.

After analysing the fleet and defining the asset baseline, Seafy takes responsibility for the systems covered by the contract under the agreed SLAs. The service combines remote monitoring and support with technical work on the vessel itself.

### LEVEL 1 • REMOTE

#### Remote monitoring and support

We check the systems, analyse faults and, where possible, restore service without anyone going on board.

- ✓ Preventive checks, updates and configuration, remotely
- ✓ Response and intervention times defined by the SLAs

### LEVEL 2 • ON BOARD

#### Technical work on the vessel

When recovery needs physical work, we plan the intervention around priority and the ship's position.

- ✓ Work scheduled during port calls, layovers and drydock
- ✓ Replacements, spares and on-site support for the crew

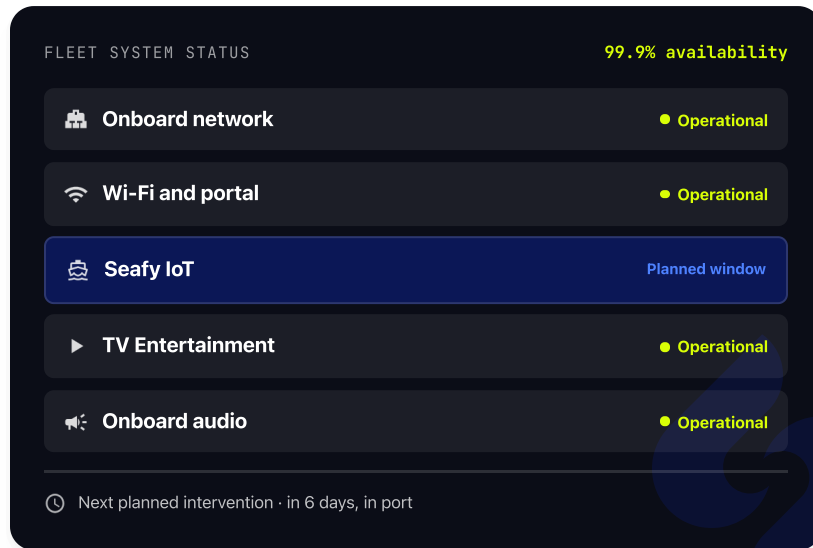
✓= One accountable party for both levels, with preventive maintenance and a predictable annual cost.

## — WHAT IT COVERS

# A single point of ownership for the onboard digital estate

Seafy Maintenance brings hardware and software management of the contracted systems into one service. Prevention, monitoring, intervention and reporting follow service levels agreed per system and per ship.

- ✓ Availability levels defined per system and per ship
- ✓ A predictable annual cost instead of emergency call-outs
- ✓ One support process for network, Wi-Fi, IoT, TV and audio



# The whole maintenance cycle, under one owner

From prevention to recovery, the service covers what is needed to keep the hardware and software of the contracted systems running.



## Monitoring and prevention

Periodic checks and planned activities per ship, scheduled inside the available operating windows.



## Incident management

Response, diagnosis and recovery according to the priorities and times set by the SLAs.



## Equipment and spares

Maintenance of the network, access points, cabling and IoT nodes, with replacements and spares managed.



## Software and security

Updates, patching, configuration and security checks across platforms and services.

# From SLAs to the periodic review, one continuous process

For every ship we define service levels and planned activities.

Monitoring, interventions and results feed a shared improvement cycle across the whole fleet.

01

## Fleet analysis and SLAs

We assess systems and critical points ship by ship, then agree priorities and response times.

02

## Maintenance plan

We schedule checks and updates around the routes and the available operating windows.

03

## Continuous monitoring

Remote diagnostics detect faults and degradation, allowing action before an outage.

04

## Intervention and recovery

We act remotely first and, when necessary, on the vessel itself with the planned spares.

05

## Reporting and review

We report availability, incidents and SLA compliance to update the plan periodically.

# Every priority has defined response times

We classify every incident by impact and by the system involved. The SLAs define response and intervention times, with remote diagnosis and onboard support when recovery needs physical work.

**Response < 24h**

SLA agreed per system and ship



**Remote diagnosis  
and recovery**



**Technical work on  
board**



**Spares managed  
at fleet level**

# Accountability does not end at handover



## Design and maintenance in the same team

We know the architecture and the systems we manage, cutting hand-offs and diagnosis time between vendors.



## Operational experience at sea

We plan activities around routes and layover windows, allowing for access constraints on board.



## Coverage remote and on board

We manage network, Wi-Fi, IoT, TV and audio through a single support process.



## Measurable service levels

We report availability, incidents and SLA compliance per ship, with periodic reviews together with the company.

— NEXT STEP

# One ship to define the fleet maintenance plan

We analyse systems, assets, incidents and maintenance practice on a first ship. We deliver a documented baseline, the service scope, the proposed SLAs and an estimate of the annual cost. Once validated, the model can be extended to the other ships on the evidence collected.

[Request an assessment](#)

[Schedule a meeting](#)