

— MONITORING AND SUPPORT FOR FLEETS

The whole fleet under control, from one point

Seafy brings the status of onboard systems and digital services into a single view. The 24/7 operations centre detects faults, brings in specialist support and makes availability and performance measurable ship by ship.

The problem surfaces once it is already an outage

Without monitoring, faults only become visible after a passenger or a crew member reports them. Support steps in when the outage is already under way, with no centralised view across the fleet.

01

The first alarm comes from the passenger

The problem surfaces as a complaint at the desk, once it has already spoiled the experience on board.

02

No fleet view

Each ship is watched separately, with no way to compare the status and performance of the same service across the fleet.

03

Support starts after the report

Help is only triggered once someone on board notices, describes and reports the problem.

An outage costs more than the refund

When a service is not delivered properly, the cost is not just the lost revenue. Complaints rise, so does the load on the crew, and measuring the quality delivered becomes harder.



Refunds and lost sales

Refunded Wi-Fi packs and unavailable digital services reduce the revenue of the crossing.



Experience and reputation affected

An outage on board creates dissatisfaction and can show up in the reviews for the route.



Time taken from the crew

Staff handle complaints and workarounds instead of their own operational duties.



No data to govern the service

Without availability data the company cannot measure performance or verify SLA compliance.

The later a problem surfaces, the more it costs to fix

Without monitoring, a fault can turn into an outage. Diagnosis takes longer, recovery moves from remote to on board, and the same incident can repeat across the fleet.



Hours to locate the problem

Late detection prolongs the outage and delays the start of recovery work.



Avoidable visits on board

Without remote diagnostics, even problems solvable from shore can require a technician on the ship.



Systems drifting out of line

Uncoordinated updates and configurations create different versions from ship to ship.



The same incident on several ships

Without a shared history, the fix applied on one ship never becomes prevention for the rest of the fleet.

— THE SOLUTION

Continuous cover, from the operations centre to the ship

The Seafy operations centre monitors the systems covered by the service 24/7, detects faults and coordinates the response. When the fix needs physical work, support continues on board according to the agreed priorities and SLAs.

LEVEL 1 • OPERATIONS CENTRE

Monitoring and support 24/7

A single view of fleet status makes it possible to detect, analyse and handle faults remotely.

- ✓ Centralised dashboard and automatic alerts
- ✓ Remote diagnosis, configuration and ticket handling

LEVEL 2 • ON BOARD

Technical support on the ship

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

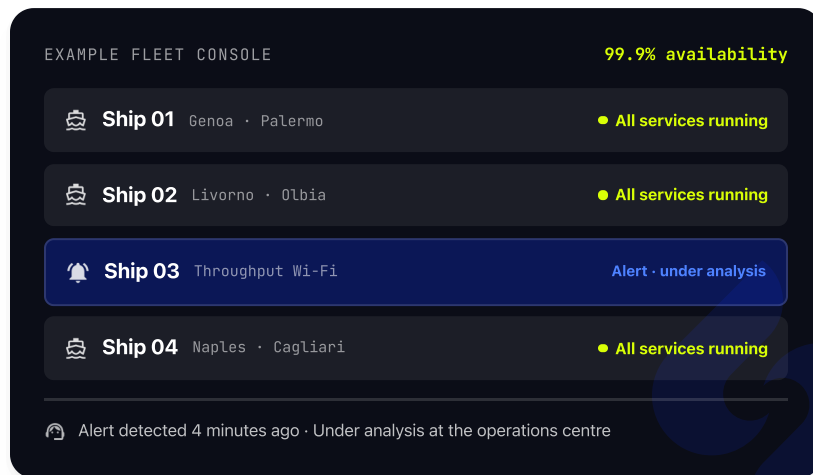
- ✓ Guided support for the crew where applicable
- ✓ Technical work and spares when required

— HOW IT WORKS

One fleet view, the detail of every ship

Each ship sends the central console data on the status and performance of the monitored systems. The 24/7 operations centre analyses the alerts, coordinates support and keeps a shared history of incidents and interventions.

- ✓ 24/7 operations cover with automatic alerts
- ✓ Availability and performance visible ship by ship
- ✓ Incidents and interventions tracked across the fleet



From the alert to fleet-wide improvement

Every fault is followed from detection to resolution.

The evidence gathered becomes shared knowledge and helps prevent the same problem on the other ships.

01

Joint monitoring

The 24/7 operations centre watches system status and performance, ship by ship.

02

Automatic alert

Thresholds and anomalies raise a notification when the system detects possible degradation.

03

Analysis and priority

The team assesses impact and urgency and assigns the priority set by the SLAs.

04

Intervention and recovery

The team acts remotely first and coordinates support on board when necessary.

05

Fleet improvement

The evidence updates thresholds, configurations and preventive actions on the other ships.

One service, one team.

The service combines continuous monitoring, a centralised fleet view and specialist support. The data collected feeds reporting and improvement actions on the monitored systems.



Monitoring 24/7

Continuous observation of the status and performance of services, network and devices, with alert handling.



Fleet console

A centralised view of availability, performance and faults, with detail for each ship.



Specialist support

Incident analysis and handling under SLA, from remote support to coordinating work on board.



Reporting and improvement

Periodic reports on availability, incidents and SLAs feed updates and corrective actions across the fleet.

— VALUE FOR THE COMPANY

More availability, more control over the fleet.



Higher availability

Continuous cover and prompt response reduce interruptions to the monitored services.



Shorter downtime

Earlier detection and remote diagnosis shorten recovery times.



Data-driven interventions

Alerts and trends make it possible to schedule work before it becomes an emergency.



Less load on the crew

The operations centre handles monitoring and diagnosis, involving onboard staff only when necessary.



Shared improvement

Every incident updates the history and helps improve thresholds, configurations and procedures on the other ships.



Fleet governance

Availability, incidents and SLA compliance are visible and comparable ship by ship.

We know what we monitor, and we govern the whole fleet.



We know every signal

Knowing the network, the platform and the services lets us interpret an alert quickly



Built for the fleet

A single view governs services and performance across several ships and routes.



SLAs that are measurable and verifiable

Availability, incidents and response times are reported and reviewed periodically.



No hand-offs between vendors

One team coordinates diagnosis, support and intervention through to resolution.

— NEXT STEP

A pilot today. More control over the fleet tomorrow.

We switch monitoring on across an agreed scope and measure availability, faults and response times. The first report sets the baseline, the SLAs and the plan for extending to the fleet.

[Request a consultation](#)

[Schedule a meeting](#)