

**Standardization
and remote operation**

**THE KEY TO A
40% IT BUDGET
REDUCTION**

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About Palantir

- Norwegian vessel IT company
- Founded year 2000
- Stord, Singapore, Copenhagen & Manila
- Helping ship owners and managers with IT

1000

Vessels
under
contract

160

Maritime
applications

4200

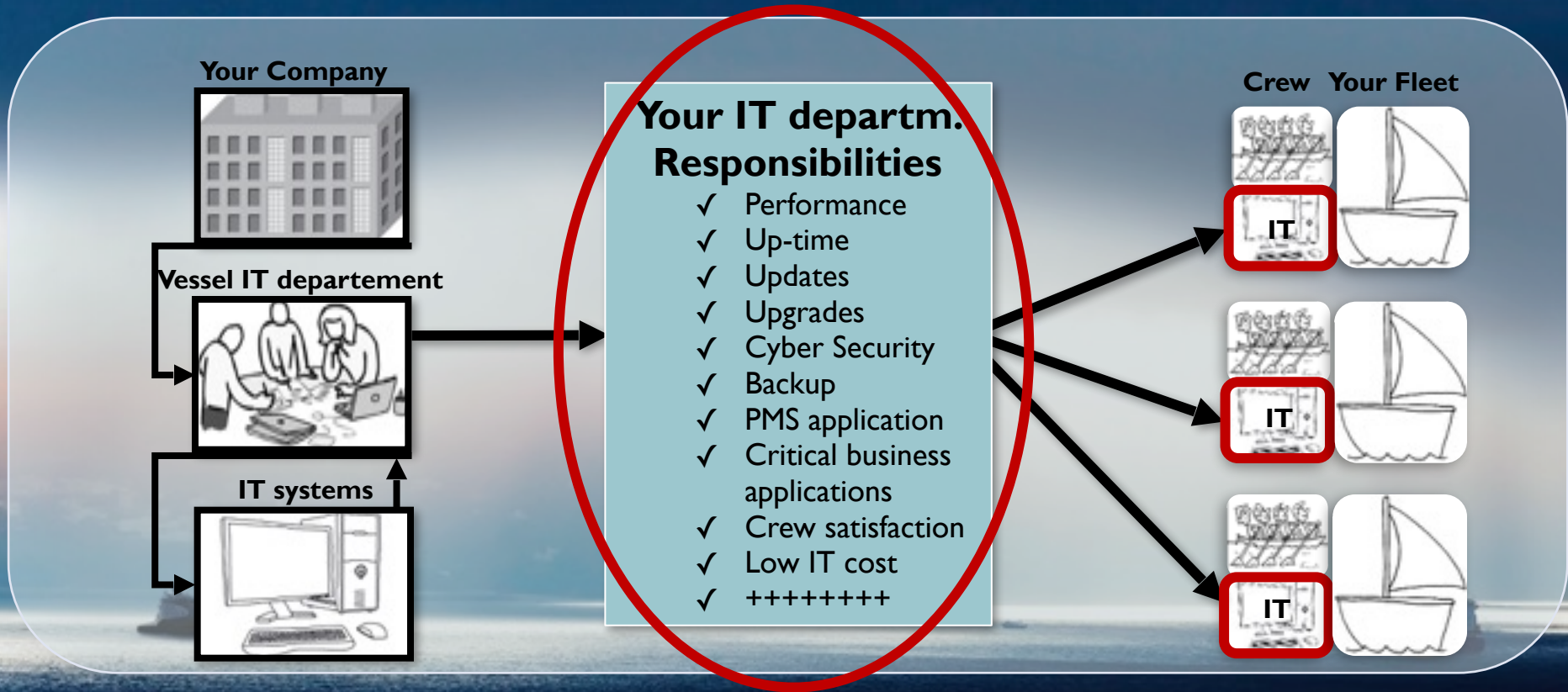
Remote PC
clients
supported



KeepUp@Sea Portfolio.



Our Scope



Benefits

Palantir help ship owners and ship managers to improve quality of IT operations on their vessels.



KeepUp@Sea Dashboard



Challenges

✓ Performance

Business apps running, server & client up-time, time spent updating/upgrading.

✓ Security

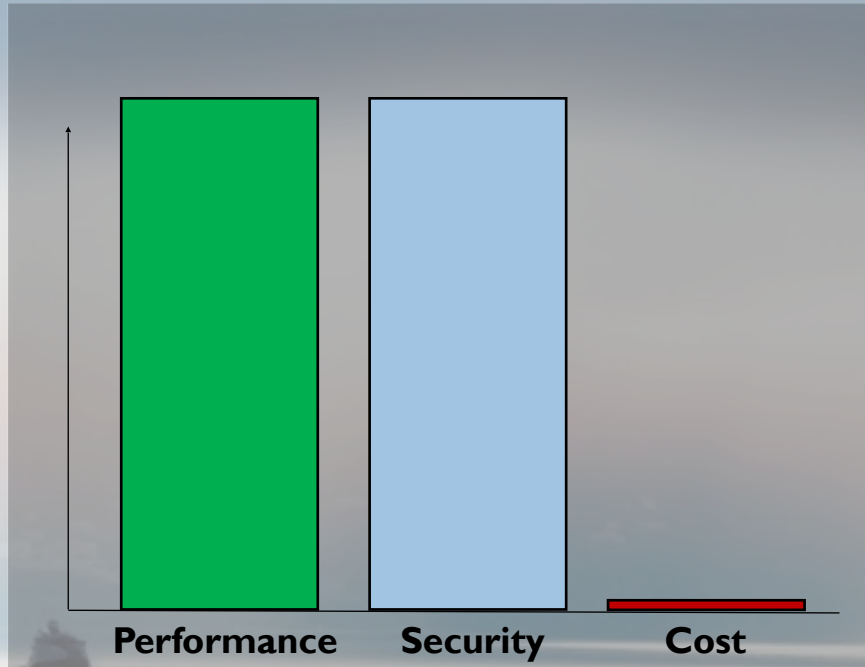
Virus, ransomware, backup solutions, control and overview.

✓ Cost

Total cost of ownership: onboard support, travel cost, IT & operational budget.

Vessel IT solutions
What should the benchmark be?

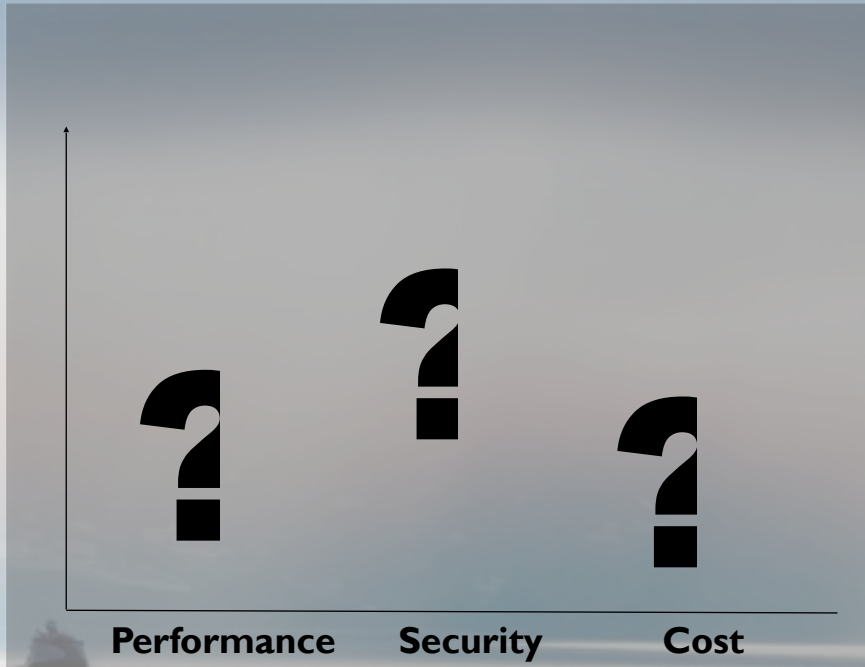
Challenges



**Vessel IT
solution**

←
Wanted outcome.

Challenges



Vessel IT solution

Actual outcome...

You don't know.
Reactive support.
Lack of overview.
Difficult to measure.

The Key



+ Server

The Key

Standardize.
Automate.
Simplify.

The Key

Server – Why?



Efficient
Control
Scalability



Onshore Services

- ✓ Customization made to the standard KeepUp@Sea product.
- ✓ Holding all the company specifics and configurations for the entire fleet.



Vessel Server

- ✓ Automatically installed, installation source is the Onshore Services.
- ✓ Each vessel's KeepUp@Sea server is controlling the entire vessel environment.

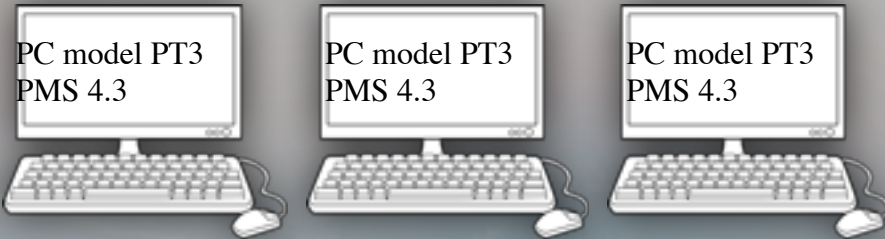


Vessel PCs

- ✓ Automatically installed, from Vessel Server.
- ✓ Inherits settings from server.
- ✓ Simple install/restore/upgrade functionality.
- ✓ No IT assistance needed to execute.

The Key

Standardize – Why?



- ✓ Less support needed
- ✓ Same standard across fleet
- ✓ Economies of scale

The Key

Automate – Why?



- ✓ No assistance needed
- ✓ Self-recovery
- ✓ No manual steps

The Key

Simplify – Why?



- ✓ Because complex is unnecessary and expensive

The Key

Standardize – Automate – Simplify



Outcomes

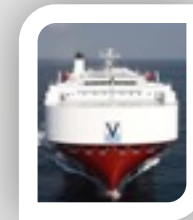
- ✓ **Upgrade any software** – *Without attending the vessels*
- ✓ **Remote control** – *Board vessel once every 5 years*
- ✓ **Proactive support** – *Less support tickets*
- ✓ **Self recovery** – *No IT hassle for crew*
- ✓ **Predictable costs** – *And less travelling*
- ✓ **Scalability** – *IT no obstacle when growing*

Customer Reference

Five years ago, we selected the KeepUp@Sea solution from Palantir as it would best meet our overall objective to provide a reliable and secure IT network onboard our vessels. Today, I am happy to report that we have been able to meet that objective in full. To illustrate, let me provide some practical examples:

The KeepUp@Sea solution is currently operational on 120 Vroon vessels

- We had **zero** impact of viruses on any of these 120 vessels
- We only had to attend a vessel **once** to remediate an issue
- We are migrating all on-board servers and computers from MS Office 2007 to 2010 and Windows XP to Windows 7 **without attending the vessels**
- Average number of yearly support tickets per vessel: **3,4**



Rob Frenks, Group ICT Manager, Vroon BV

Customer Reference

- A very stable, robust, efficient and secure working IT environment that is **user friendly and cost effective**. It has given Vroon the ease of **managing fleet roll out of software and applications** and taking new vessels into the fleet. It has given 'peace of mind' and at the same time a good investment.
- At the time five years ago we had 3 staff managing 14 vessels and now **two staff manage 147 vessels** for IT/coms/media and sat TV.
- Vroon would have had to have a coms/IT department with some 27 FTE (full time employees) if we had not standardized and implemented the new technology, which on top facilitated many more new functionalities and possibilities. Vroon estimates an FTE cost each at 75 000 Euros per year thus a very substantial saving.



Rob Frenks, Group ICT Manager, Vroon BV

Cyber Security

“As a general guideline, onboard computers should be protected to the same level as office computers ashore...”

- BIMCO, 2016

Cyber Security

Comply with Cyber Security demands

- ✓ The KeepUp@Sea solution ensures always updated and improved antivirus and with enhanced anti intrusion protection.
- ✓ SW and applications updates & patches distributed to most recent versions.
- ✓ Standardized configuration & access control across your fleet.
Including password management.
- ✓ An infected PC is easily restored by the user.
- ✓ Backup@Sea ensures that corrupted or missing files are restored.
- ✓ Restricted access to removable devices, such as USB drives.

Summary

THE KEY TO A 40% IT BUDGET REDUCTION - SUMMARY -

- ✓ **Server-client environment**
- ✓ **Standardize – Automate – Simplify**
- ✓ **Proven *maritime* solutions**

Thank you!

IT made easy



KeepUp@Sea