Ceres Hellenic Shipping Enterprises Ltd.

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Digital Ship Athens 2005

Ceres Hellenic Shipping Enterprises

Ceres Hellenic Shipping Enterprises Ltd is one of the largest and oldest shipping companies worldwide, doing business in several sectors of the maritime industry, and is specialized in ship management.

http://www.ceres.gr/

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Onboard systems

- Vessel Server
- Desktop systems
- Network, communication equipment

- Ceres Managed Vessels
  - Average installation: Server and 4-8 desktop PC's
  - Most rich installation: Server, laptop and 20 desktop PC's

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Onboard IT Deployments 2000-2005

- Vessel Servers: 110

- Vessel Networks: 80

- Vessel Desktop personal computers: 500

- Does not include shore deployments

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Reasons for the Ceres Deployment project

- Standardize hardware and software

- Increase reliability / availability of systems

- Strengthen security

- Simplify / automate onboard installations

- Provide the means for off-line remote management

- Cure the most common problems

- Reduce the total cost of ownership

- Remark: Ship to shore integration elevated onboard computers to mission critical systems.
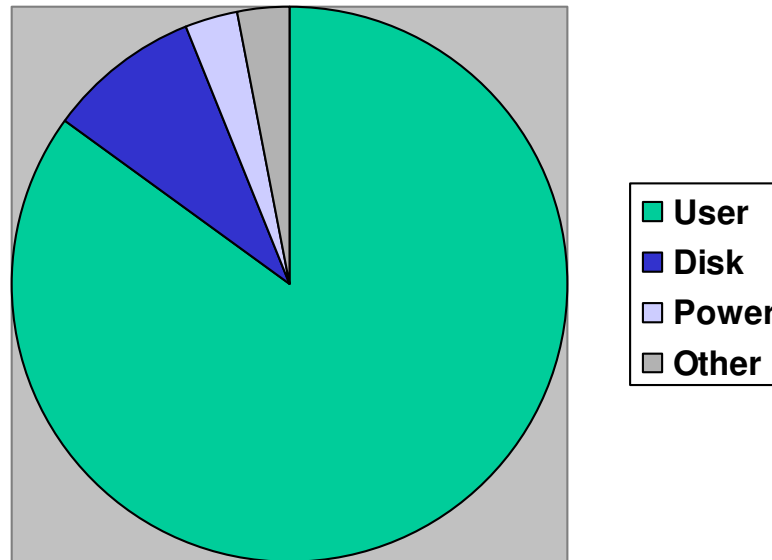
Most Frequent Failures

- User intervention (i.e. reconfiguration, installation)

- Hard disk (hardware failure)

- Power supply (hardware failure)

- Other

User
Disk
Power
Other

Source:
Ceres ICT
2000-2002
(before applying the "Ceres
Vessel PC management
framework")

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Go Fix

- Athens- Amsterdam- **Rotterdam-** Amsterdam- Athens
1 work day, 1 travel day, airplane ticket, hotel, etc.

- Athens- Dubai – Ras Al Khaima –Speedboad –Vessel- **Al Jubail**
Loading – Ras Al Khaima – Dubai – Athens
1 working day, 6 travel/waiting days, travel, accommodation, etc.

- On board visits cost money and time, sometimes wasted time.

- Critical systems may not operate until the fix is applied.
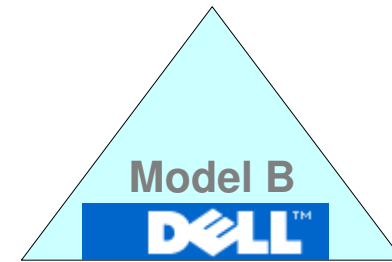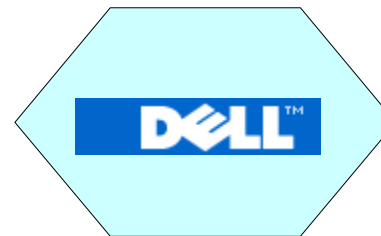
- Useful resources are out of office

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Different brands / models

• This is not a perfect world!

• Even with strict purchasing policies you may end up with several brands and several models for each brand.
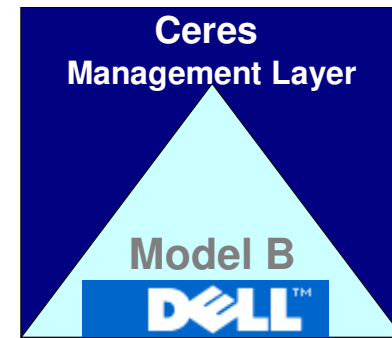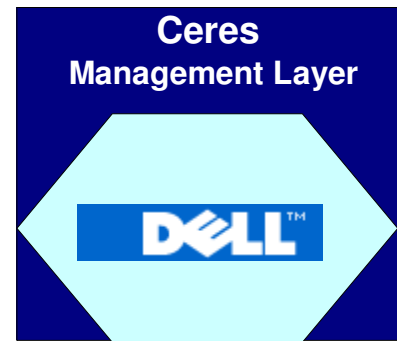
Standardized to Ceres Baseline

Ceres Baseline
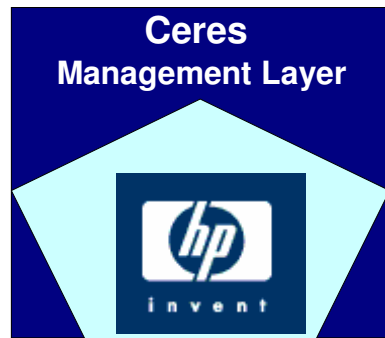
Safety means the World to Us

Simplified Software Installations

Applications To be Deployed
Ceres Management Layer
Vessel Lab PC

→

Applications Approved by Ceres
Ceres Management Layer
Ceres PC

How Many Applications ?

• **Start with the basics**: Company settings and security, Antivirus, Office, Mail, Zip, Acrobat, commodity book, ISM, vessel reporting, purchasing, devices (i.e. printers, scanners, cameras). **10-15** Apps in total.

• Over the time we created about **110 software packages** including, new applications, updates, patches, fixes, and vessel specific applications.

• Most of the software packages were used **ashore** as well

• Mean time to create and test a software package: **2 hours**.

The Ceres Software Package

Ceres ICT Nero 6 –May 05

Ceres Installation for Nero 6 CD Burning software with users burn rights for everyone.

Copyright (C) 1999 - 2001 Altiris, Inc.

[Begin] [Exit]

- No questions asked, user friendly installation and configuration.

- Only Ceres approved software may be installed.

- Fixes and updates are applicable to every managed PC.

- The outcome is predictable. Every installation is identical.

- Switched the focus from how to deploy on what to deploy

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Full PC Restoration @Sea

• Full disk image of system, software and Ceres configuration.

• Restores PC back to a working state, ready to restore data.

• Personalizes PC for specific vessel, user.

• Easy enough to be performed by non-ICT personnel.

• Green CD for Applications

• White CD for Patches-Virus updates (Bimonthly)

• Quick fixes over email (i.e. change time, virus removal tools)

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Purchasing policies

- Set a detailed standard for vessel servers and desktops for the year.
  (i.e. part no #)

- Prefer centralized purchasing.
  (It is better to negotiate for 100 computers than for 2,
  It is easier to manage less models)

- Prefer corporate not consumer models
  (more reliable, usually disk images are backwards compatible)

- Prefer ultra small form factor (i.e. height: 25cm, width:6, depth:25)
  (More easy to ship/carry, space conservation onboard)

- Maintain 1-2 spare units for every 50 units onboard.
  (Exchange equipment instead of fixing hardware)

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Summary of the Solution

- **Vessel lab**: to test and mirror every onboard installation.

- Ceres **Software packages**: Only Ceres approved software is installed.

- Red CD: To **restore** a PC back to working state, standard baseline.

- CD or email: Security **updates**, patches, fixes, antivirus.

- Deployment Software by **Altiris** (www.altiris.com)

- Clearly defined **ICT processes**, how we manage onboard equipment.

- **Purchasing policies**: Less models, carefully selected.

- **Exchange equipment** instead of fixing hardware, whenever possible.

Benefits for Ceres

✓ Help desk calls dropped by 90%

✓ Ship to Shore communications reliability over 95%

✓ Increased systems availability

✓ Faster problem solving

✓ Proactive maintenance:
   Once we identify a problem we deploy the fix everywhere.

✓ Simplified ICT processes
   to the point that some may be performed by non-ICT personnel.

✓ Systems security is strengthened.
   ICT controls which software may be installed and how.

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Questions