Antivirus Success story
Ocean Shipmanagement GmbH

The Customer

![Ocean Shipmanagement logo]

Quick Facts
Defining European Vessel Management and exploitation group for container line, coal carriage, etc

- Part of the established Thomas Schulte Group.
- About 50 Vessels in medium size container and bulk operations
- Offices in Germany, Hamburg
- 1300+ employees on sea
- Using Port-IT Antivirus and ICT Advisories

Ocean Shipmanagement GmbH handles all technical and nautical aspects of third party vessels and for Reederei Thomas Schulte, which is focused on the bulk and container shipping sector, with a highly modern fleet of around 50 bulkers and container ships.

The shipping company's range of services incorporates all aspects of the modern bulk and container transport and logistics chain. Besides the traditional shipping and chartering of Reederei Thomas Schulte, this includes additional services such as sale & purchase, financing and insurance, controlling, technical and nautical inspection, crewing, new building supervision, consultancy services as well as comprehensive quality and safety management. The whole scope of services is also offered to third parties.

As nautical and technical group Ocean Shipmanagement concerns itself with the efficient ICT, wheelhouse equipment and operational communications of vessels under its care taking a responsibility end to end towards the Charterer and on site personnel.

The Challenge
Reduce computer support due to virus attacks that consumed a lot of time needed for core tasks, and to resolve conflicts by random antivirus products installs.

Having faced the effects of poorly adjusted antivirus software applied in maritime system environments Ocean Shipmanagement explored the options and products on the market to resolve their most pressing needs of a logistics and technical perspective:

- Eliminate any requirement for office involvement in updating the antivirus
- Not send any CDs to vessels
- Have a 100% protection after each update
- A simple system allowing good support
- By a provider willing to advice on related IT matters as well
- By a provider familiar with Maritime needs, systems and working environments

Diverse solutions were trailed, delivering satisfactory results at first but needing CD's in the end for full protection in the end. Or complex support often resulting in to expensive onsite interventions.

But still Ocean Shipmanagement was set out to reduce the impact by this additional task taking away precious hours needing to be spent on management and nautical tasks. This is where the Antivirus Subscription service of Port-IT came into play.

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The Solution

Due to the work related to keeping onboard ICT operational and free from virus infections to begin with, a better solution was researched by Ocean Shipmanagement that provided this as end result, but did not add workload on the other side of operations by demanding complex installation that crew could not perform. Or logistical works by constant CD sending that were obsolete before they left the country. With the Port-IT Antivirus subscription they found a match which perfectly solves the problem they were facing.

Ocean Shipmanagement is using Port-IT Antivirus for more than 3 years now, to gain special computer support, countermeasures, defense and advice due to virus attacks which consumed a lot of time that was needed for core tasks. As part of this agreement Ocean Shipmanagement used the corporate ICT support of Port-IT for common and uncommon 2nd line assistance which was evaluated as "perfect, available 24hrs and with immediate responses and good fault analysis in order to circle the real issue".

"The Port-IT Antivirus solution was the only service that solved the issue right", as Oliver Kautz, Quality Manager (DP, CSO) at Ocean Shipmanagement Gmbh pointed out. By using the antivirus solution the people at Ocean Shipmanagement are now able to focus more on their nautical engineering tasks and by finding a product exactly addressing their needs, with the right procedures, it also allowed a consistent approach on all vessels. Besides this fact, they were excited how easy the installation of the solution has been across the fleet and with the service rendered by Port-IT.

"All AV solutions at the market were compared – but normal AV providers do not understand the problems encountered in shipping – instead, updating via net is common and file sizes/ downloads are increasing, Port-IT, with their antivirus solution, simply does"

Oliver Kautz – Ocean Shipmanagement

The Benefits for the maritime industry when using Port-IT Antivirus

- Sequential updates including engine updates
- No need of sending CD's with engine updates
- Control in resending the updates via a web based portal of Port-IT in case a computer network brakes down.
- A full range of installation guides for various email systems, and automation tools to complete the configuration.
- Freedom of license assignment to any vessel at any time using the management portal.
- Automatic installation with one installer and completely configured for use.
- Premier support via email using issue out tracking support system manned by experienced maritime engineers

General advantages of the ESET NOD32 core product compared to other solutions:

- Lightweight application low system foot print so it also works on old computers without a significant loss of computer performance
- Quick in scanning of complete PCs.
- Better detection ratio due to advance heuristics.
- More easy to configure, no complex user interface
- Instant inclusion of countermeasures to the next update when infected files are submitted
- Ease of use of the general product

We help our customers to focus on their work better as we protect their digital ship.

For more information about our products and services please contact us. Sales@port-it.nl