



CASE STUDY

CUSTOMER BENEFITS

WITH

BEST IN CLASS

**Provided reliability of IT operations
with effective cost saving.**

VESSEL IT

Industry Catered: Drybulk Vessels

CUSTOMER PROFILE

This profile provided the customer with cost effective reliability. Their desire to lessen the downtime on IT related issues and the excessive spend for the same was controlled with our services.



Outcome:

- 50 no. of vessels
- Offices - USA, Singapore, Denmark
- Worldwide Vessel Trade

CUSTOMER SAVINGS (INTANGIBLE)

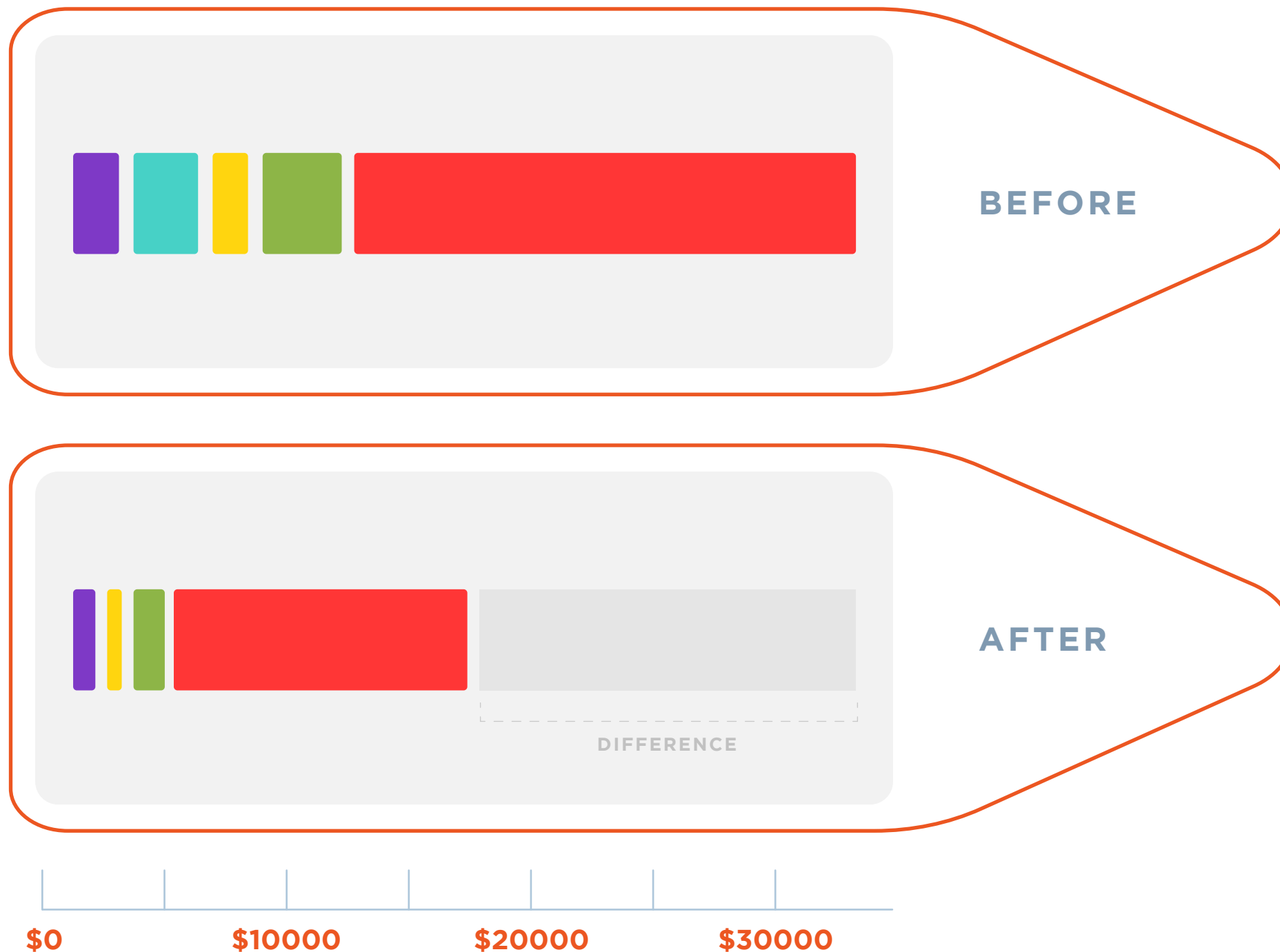


Before PiscesER1, the lack of proactive support and system failures meant a lot of manpower, from various departments, being wasted on simple tasks.

With our solution, all the departments now have a one stop shop for all their queries and concerns. Due to our proactive monitoring, the time spent on circumventing IT problems was reduced. This gave our customer a chance to utilise the additional 400 man hours in more important functions around the office.

Statement: Capacity give back of 400 man hrs to the organization.

CUSTOMER SAVINGS (TANGIBLE)

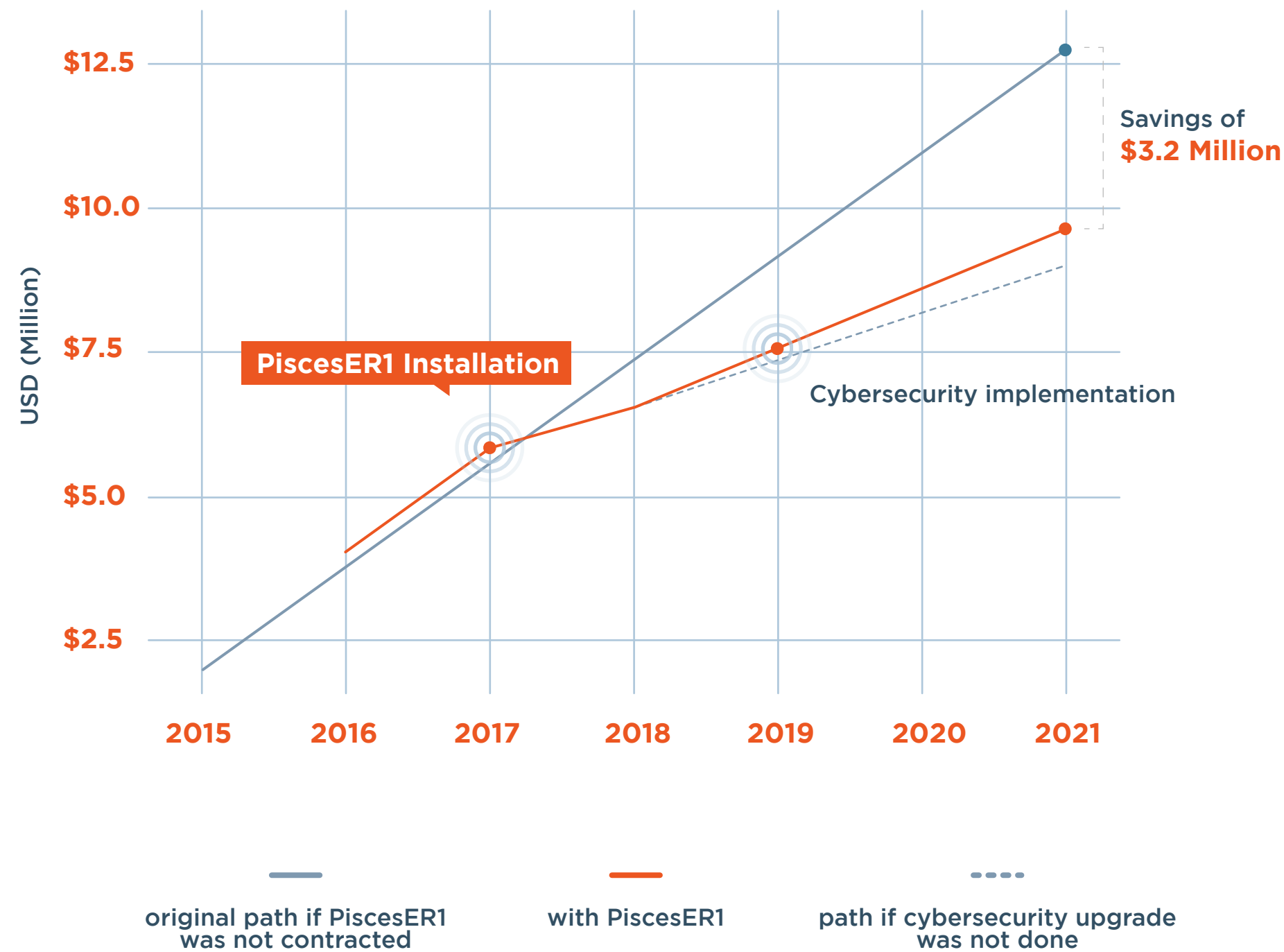


The company was spending money on various cost heads for their IT operations. The lack of a single cost head made the ownership of all the different costs - from IT hardware, software to communication - quite unclear.

We consolidated all the costs together, which showed a total spending of \$33,000 per vessel per year. With our insight, setup and support, we brought down this cost to \$14,000 per vessel per year, under a single cost head. This meant the company saved a total of \$19,000 every year for each vessel.

- Communication
- Hardware
- Software
- Technician
- Transport

CUSTOMER SAVINGS (LONG TERM TANGIBLE-ROI)

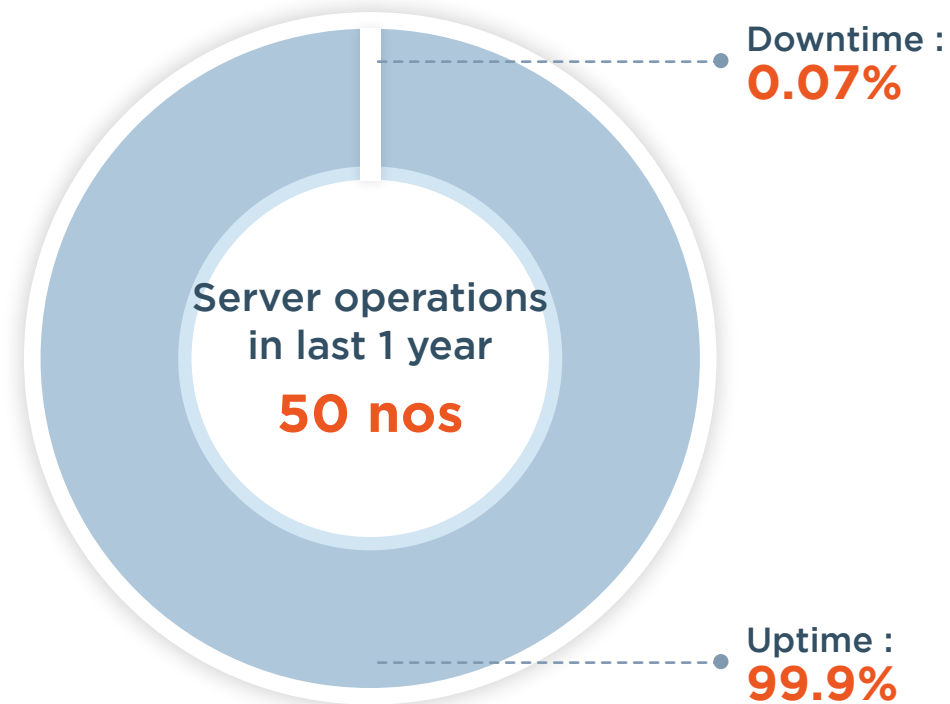


The blue line portrays the company’s IT operations before PiscesER1. We started working with them in 2016, implementing new hardwares on board which is why there’s a spike in cost. Just after a year though, the company started saving money because of the new installations, reducing the costs from what they would have spent originally.

In 2019, a new cybersecurity system was also implemented for additional support. This implementation, strict cost monitoring and proactive support is portrayed with the orange line of progress. If the company hadn’t done it, it would have continued on the dotted line.

With these new implementations, we estimate that the company will be saving more than \$3.2 Million in the next 5 years.

PERFORMANCE METRICS (1 YEAR)



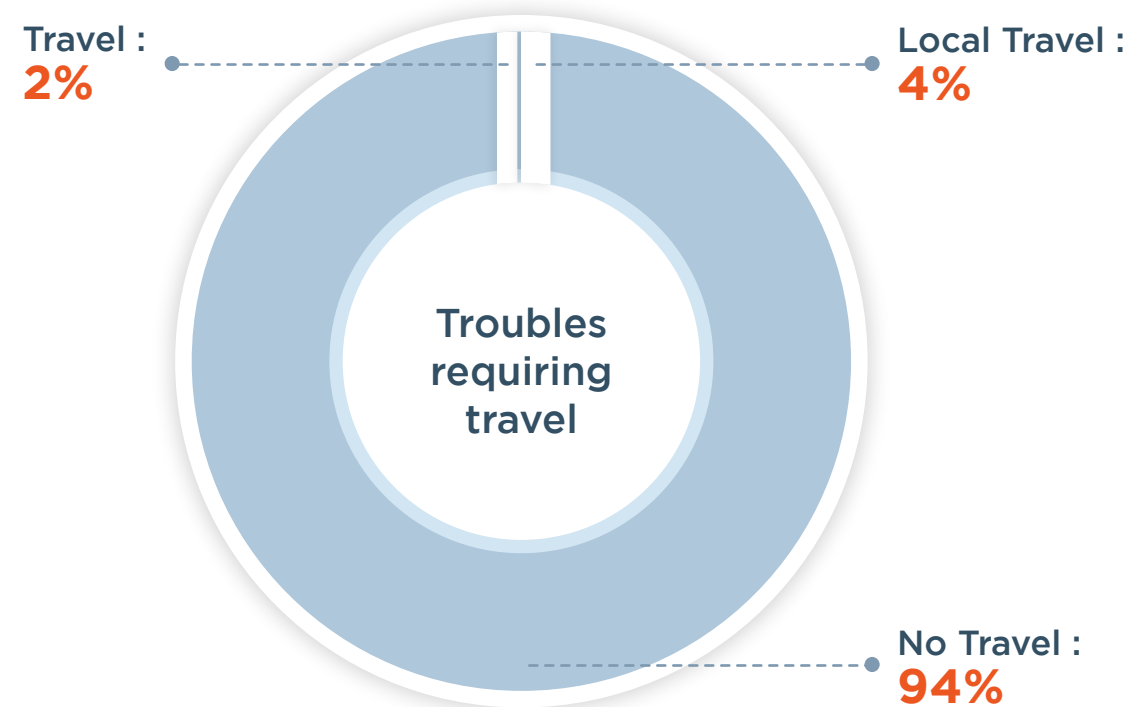
SLA - 90%

Uptime - 437,679 hours
Downtime - 321 hours
(Last 1 year)

This calculation is for the period of one calendar year, done for 50 servers running on 50 vessels on world-wide trade.

Performance and reliability are the keys to good IT operations. Two of the most important metrics for these are the uptime of servers and the time spent for troubleshooting. With our softwares, the uptime for servers running all the programs on board reduces the valuable man hours of fixing issues and periods of non-operations. The travel time and cost it takes to troubleshoot any vessel problems is saved, eliminating longer downtime.

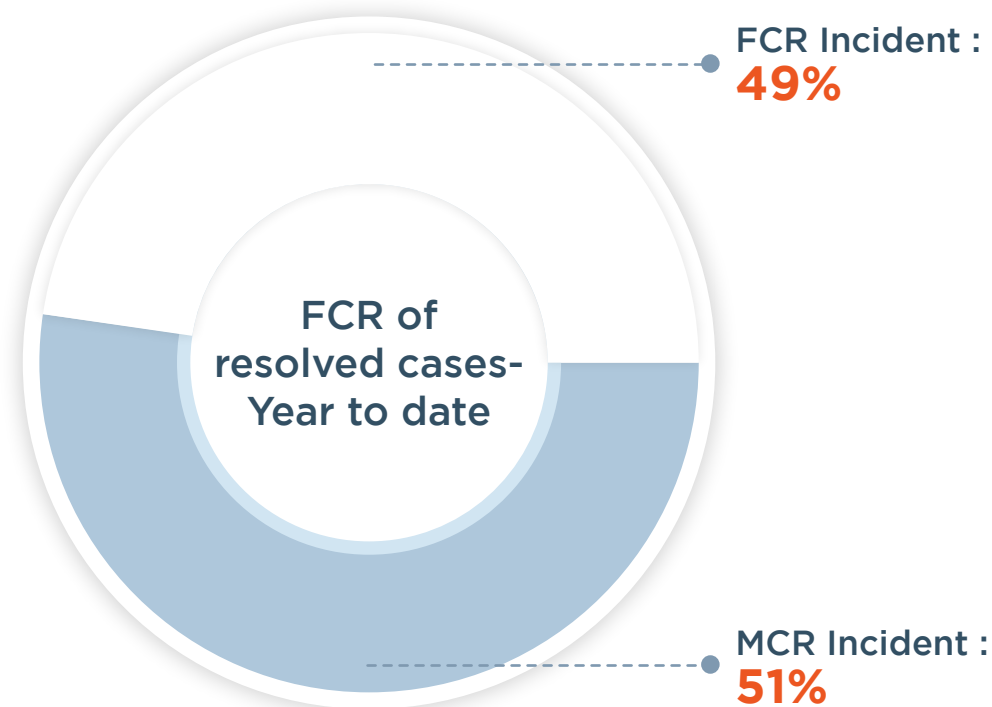
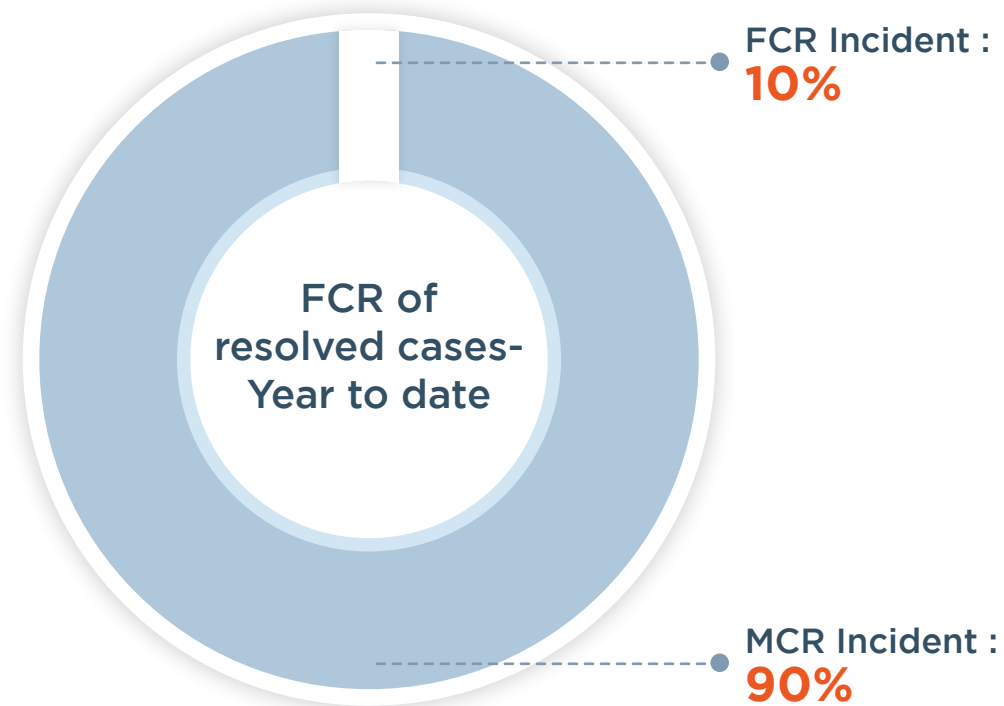
Statement: Reliable robust IT system



SLA - 90%

1 Overseas travel from PiscesER1
2 Local Engineer Travel
(Last 1 year)

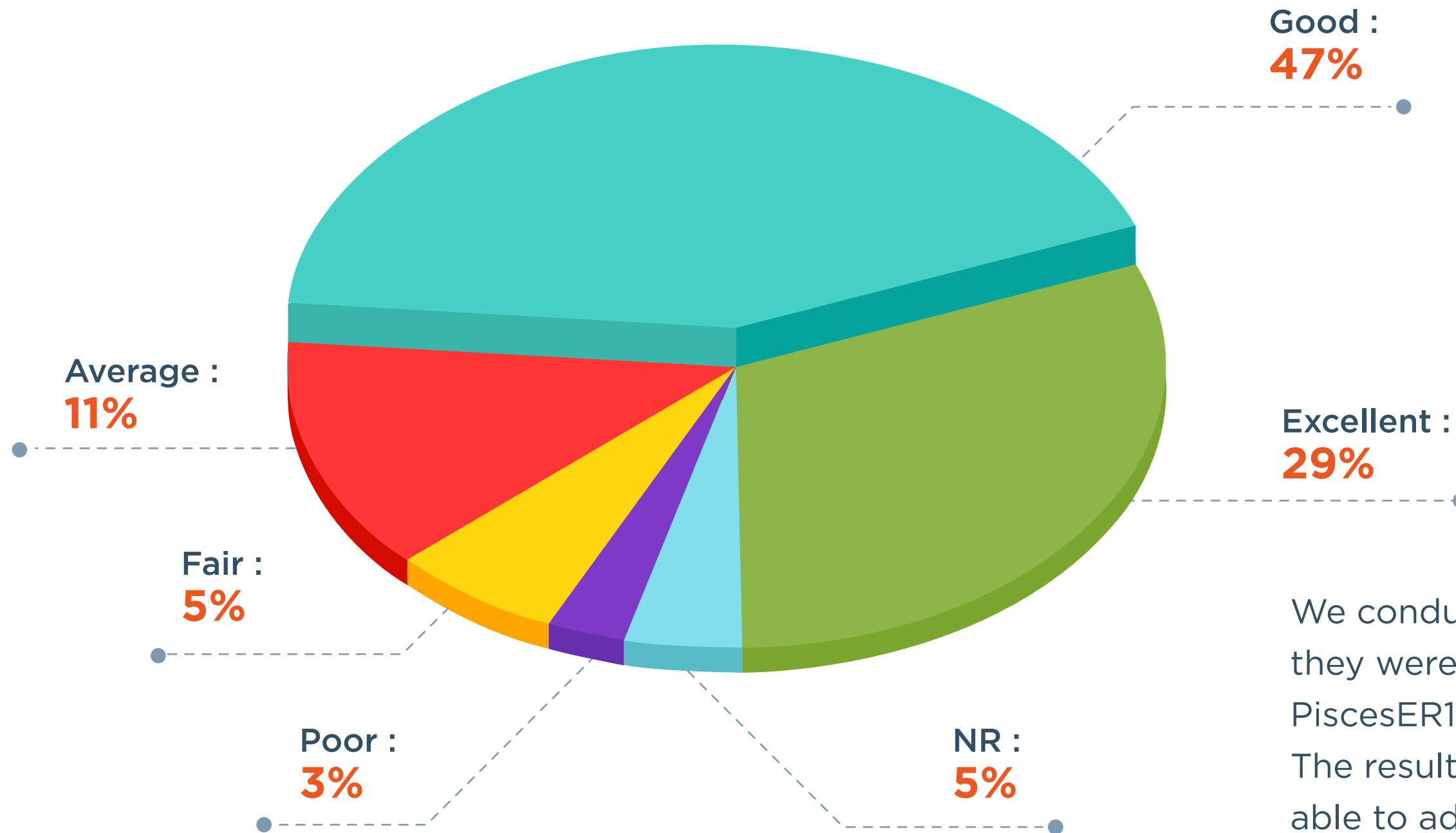
PERFORMANCE METRICS (1 YEAR)



Target is 40% or higher

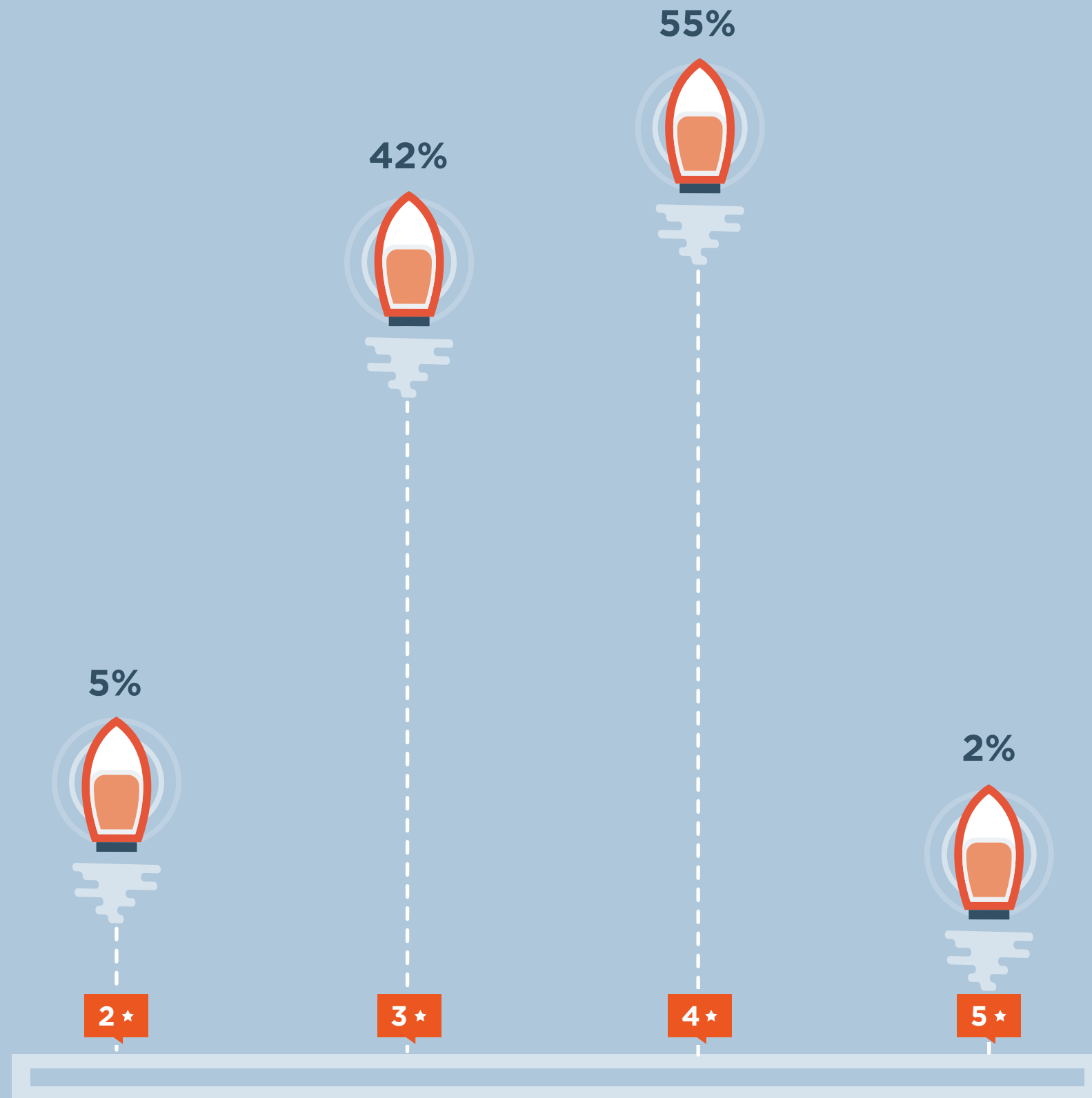
First-call resolution (FCR) metrics represent important aspects of the customer service and support experience - customer satisfaction, service efficiency, and operating costs. High FCR has a positive impact on these areas, delivering significant overall benefits. The FCR for incidents is lower because something has gone wrong. Whereas the FCR for requests is higher as the requests come faster and more reliable to fulfill. It also depicts that the configurations are robust and reliable.

USER SURVEY REPORT (ENGAGEMENT)



We conducted a user survey for all the vessels where they were asked to rate 28 metrics in 10 categories of PiscesER1's IT infrastructure and IT support service. The results were pleasantly encouraging. We were also able to address the dissatisfied vessels and resolve their concerns post this survey.

USER SURVEY REPORT (SATISFACTION)



The overall rating of the user satisfaction

- 5%
2 star rating
- 42%
3 star rating
- 55%
4 star rating
- 2%
5 star rating