



MARITIME  REDEFINED

ShipNet in the Cloud



Commercial

Accounting

Procurement

Technical

"Enabling clients to focus solely on their businesses"

What are the daily challenges that clients face today?

By our clients managing all the IT responsibilities associated with having all their applications internally or externally (third-party provider) managed requires excessive communication between the client, ShipNet and third-party providers. The challenges that arise from this scenario cause valuable time and resources to be taken away from the client's core business objectives and an increase in costs.

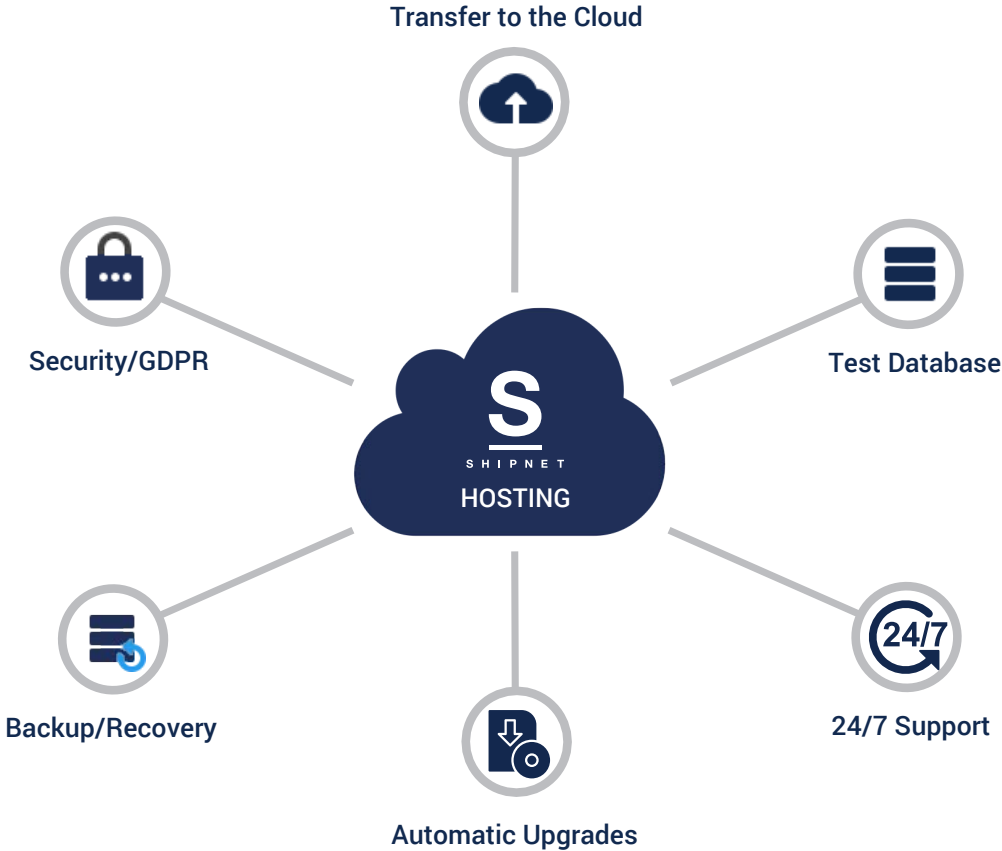
These challenges include:

- Slow response and resolution times to issues reported by the client.
- Excessive time being taken to perform software version upgrades internally.
- No access to real-time data – Preventing the streamline and reduction in time taken to connect to a client's data and live environment.
- Only being able to connect via remote session or by requesting a database copy – requiring extensive communication between all parties.
- Network Connectivity Issues associated with Remote Sessions – causing delays in response & resolution times.
- Providing database copies which are time-consuming (anywhere from 2 to 40 hours) –resulting in delayed resolution times for issues.
- Lack of dedicated support representatives to help tackle issues immediately.
- High costs associated with using third-party providers.
- Concerns regarding the level of security and safety of the client's data & storage.
- Fear of data breaches or database deletion, through lack of implementation of strict security and back up procedures.

"A flexible and scalable IT infrastructure encouraging business growth"

What can ShipNet offer our clients?

ShipNet wants to provide hosting as an offering to our client base and the "One Connected Maritime Platform." We want to run our ShipNet software in the Cloud so that we can offer the latest versions, newest features and rapid support across the globe. We can offer our clients the ability to focus on their business, to tackle any incoming issues immediately, automate the software version upgrades and provide strict security measures.



We can offer this through:

- Transferring all internal IT responsibilities & Servers to a dedicated support team and hosting server at ShipNet. Currently, we are utilizing Microsoft Azure as a hosting platform.
- Creating a test database directly onto the hosted client environment.
- Giving the dedicated support consultant and dedicated consultant teams 24/7 access, removing the need for a third-party provider.
- Providing automatic software version upgrades twice a year for our Enterprise Clients and once a year for our Preferred Care clients - conducted by a dedicated ShipNet support team member.
- Enabling all clients to be running on our latest release, usually containing numerous improvements and newest features.
- Guaranteeing that each client's environment is hosted separately - meaning that no other company may breach the policies and attain access to the client's data.
- Only giving the dedicated ShipNet team access to the client's data, adhering to strict confidentiality agreements and measures.
- Implementing backup procedures & disaster recovery measures (should the worst happen) to ensure that clients are operational in a matter of minutes.
- Being fully compliant with GDPR and providing (if requested) GDPR compliance contracts before signing an agreement for the hosted services.



"Up to 80% less in IT administration, testing & development time, reducing costs"

How will ShipNet's Hosting as an Offering help give our clients peace of mind?

By transferring all the client's burdens of IT responsibilities to ShipNet through becoming their cloud hosting provider, we give our clients the time back to focus solely on their businesses and help create a stress-free working environment by:

- Removing the need for our clients to spend time upgrading services internally - enabling our clients to optimize their departments and eliminate bottlenecks associated with performing upgrades internally.
- Improving support response time (through having 24/7 direct server access) - enabling our support team & developers to easily investigate, diagnose and correct the issue quickly and efficiently.
- Giving our clients peace of mind, safe in the knowledge that our client's security is of the highest priority to us (through preventing breaches and implementing disaster recovery measures).

What we believe is the return on investment for our clients?

We believe the return on investment for our clients migrating from an on-premise application to a hosted environment is a flexible and scalable IT infrastructure which encourages business growth. Clients can meet their business objectives, keep costs in line, increase revenue while saving valuable time and resources.

The client could see up to 80% less in IT administration, testing & development time, reducing costs. New software's & upgrades could be delivered in half the time, seeing an increase in revenue and how quickly it is earned. Through clients being able to identify issues and the dedicated support team tackling them immediately, saves significant time and resource costs.

ShipNet's Hosting as an Offering Packages:

| Enterprise Hosting offering: | Preferred Care Hosting Offering: | Small Enterprise Hosting Offering: |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Dedicated IT team available to assist 24x7 • Dedicated IT team monitoring activity on the hosting platform and conducting potential risk analysis based on hosting platform dashboards every month. • Database maintenance; 1 day per month • 2 free software upgrades per annum | <ul style="list-style-type: none"> • Dedicated IT team available to assist during client's regular work hours (e.g. 08:00- 16:00 local time) • Dedicated IT team monitoring activity on the hosting platform and conducting potential risk analysis based on hosting platform dashboards every quarter. • Database maintenance; 1 day per quarter • 1 free software upgrades per annum | <ul style="list-style-type: none"> • General IT team will assist client for server issues/SN login issues. • Dedicated IT team monitoring activity on the hosting platform and conducting potential risk analysis based on hosting platform dashboards every year. |

Conclusion

In conclusion, we at ShipNet strive in providing Empowerment towards our clients by implementing new beneficial offerings and by continually reviewing how we can improve our services. We thank our clients who have shared their needs and feedback on their current structure and desire to move ahead and modernize the way our software is used and thus the direction of daily operations.

For a tailored walk through of how Hosting could assist your business, please contact Ivonne Auerbach (Ivonne.Auerbach@ShipNet.no) or go to the website www.shipnet.no/hosting