



COMPREHENSIVE

# CRUISE & MARITIME

DIGITAL SOLUTIONS



# GLOBAL PRESENCE

- GERMANY
- SINGAPORE
- INDIA
- CYPRUS
- JAPAN
- USA
- SAUDI ARABIA
- FRANCE
- UNITED KINGDOM
- POLAND
- AUSTRALIA
- AUSTRIA
- CHINA





# COMPREHENSIVE CRUISE AND MARITIME DIGITAL SOLUTIONS LEADING THE GLOBAL MARKET

 **13+**  
Locations

 **20+**  
Years Experience

 **1200+**  
Resources

 **150+**  
Clients

 **3500+**  
Vessel Implementations



**Unified Operational Platform**



**Technology-Driven Efficiency**



**Strong Shareholder Stability**



**Continuous Investment In R&D**



**Software Customization & Development**



**Advanced AI & Cloud-Based Solutions**



# cruisePAL

- Comprehensive platform for marine, hotel, and guest relations functions
- Single vendor provides all functions under one roof
- Fully web-based and mobile platform (iOS, Android) compliant
- Software is compatible with cloud and physical data centers
- Universal access through single sign-on, anytime, anywhere
- Operational on PCs, laptops, and mobile devices
- Manual data transfer eliminated for higher data integrity
- One support with various models, including 24/7 assistance
- Interfaces seamlessly with banks, vendors, and other software
- Customizable interfaces for local system communication
- Full commitment to continue investing in the dedicated cruise software





### Sales & Hotel Management

- SMS/POS
- CRS
- CRM
- Fleet Management
- Inventory
- eConcierge
- BI
- WebApps
- API

### Crew Management

- Crewing
- New Applicant
- HR & Payroll
- SeaRoster
- Ticketing

### Destination Planning

- Itinerary Planner
- Tour Management

### Hotel Maintenance & Guest Engagement

- IssuTrax
- IssuTrax HQ
- xCreate
- xMobile
- xInspector
- xButler
- CyberCafe @Sea
- Guest History
- IssuTrax API
- IssuTrax IVR

### Marine Management

- Accounts
- Insurance
- Procurement
- eConnect
- HSEQ
- QDMS
- Certification
- Maintenance
- eRBooks
- eLogs
- Financial Reporting
- smartOps
- LiveFleet



## Sales & Hotel Management



SMS/POS



CRS



CRM



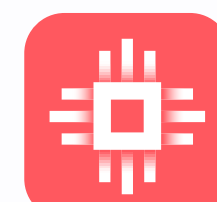
Fleet  
Management



Inventory



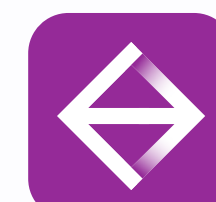
eConcierge



BI



Web



API

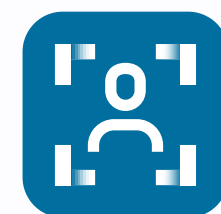
- Sophisticated yield management tool for accurate demand forecasting and profit maximization
- Comprehensive reservation system that simplifies booking processes and optimizes operational flow
- Enhanced customer retention while providing a comprehensive 360° view of passengers ashore and onboard
- Integrated CRM boosts marketing and builds customer/agency databases
- Unique loyalty system for guests/agents enhances retention and satisfaction
- Advanced reporting with AI-powered analytics for real-time sales insights
- Modern mobile apps enhance crew flexibility and operational efficiency
- Offers and promotions tailored to customer feedback and behavior
- Seamless fleet management from shore enhances consistency and control
- Redesigned POS with automated pricing and allergen tracking for improved service



## Crew Management



Crewing



New Applicant



HR & Payroll



SeaRoster



Ticketing

- User-friendly, cloud-based ship crew management with mobile apps
- Personalized dashboards provide fast, insightful crew performance analysis
- Informed decision-making for crew planning and management efficiency
- Meticulous crew onboarding with document review and logistics coordination
- Seamlessly manages payroll, including compliance with global standards
- Integrates seamlessly with Crewing, Payroll, Insurance, and more
- Comprehensive maritime travel solutions streamline crew travel management

# Destination Planning



Itinerary  
Planner



Tour  
Management

**ITINERARY PLANNER** PAL Administrator Logged in: a few seconds ago

DEHAM\_NOKRS-NOOSL-DEHAM HANOSL08 1200 Nm 10  
 Northern Europe Expedition HANOSL08 1200 Nm 10  
 DNND0025 - DEHAM-NOKRS-NOBGO... HANOSL08 1200 Nm 10

Distance: 1200 Nm | Nights: 08 | Fuel Cost: USD 2107700 | Total Expense: USD 2403300

**DAY 01**  
**BUDAPEST** Hungary  
 ETA: 27-Mar-2024, 10:00 | 08 Hr STAY  
 ETD: 27-Mar-2024, 18:00

**DAY 02**  
**BUDAPEST** Austria  
 ETA: 28-Dec-2024, 10:00 | 08 Hr STAY  
 ETD: 28-Dec-2024, 18:00

**DAY 03**  
**VIENNA** Austria  
 ETA: 29-Dec-2024, 10:00 | 08 Hr STAY  
 ETD: 29-Dec-2024, 18:00

**DAY 04**  
**VIENNA** Austria  
 ETA: 30-Dec-2024, 10:00 | 08 Hr STAY  
 ETD: 30-Dec-2024, 18:00

**DAY 05**  
**VIENNA** Austria  
 ETA: 31-Dec-2024, 10:00 | 08 Hr STAY  
 ETD: 31-Dec-2024, 18:00

**Work Space** Port Info & survey Port Stay Summary Segment Summary Ship Level Charges Berth Res Req Map View

**AMSTERDAM** Netherlands Berth Res Status: PENDING  
 ETA 18-Dec-2023 08:00 | 05.15 Hr | ETD 18-Dec-2023 13:00  
 Port Assistance Ltd Port Agent Contact

|                    |                     |                       |
|--------------------|---------------------|-----------------------|
| Estimate Fuel Cost | Fuel Consumption    | Estimate Port Charges |
| 155000 EUR         | 250 mT              | 230000 EUR            |
| Speed              | Total Estimate Cost | Fuel Type             |
| 30 Nm/Hr           | 385000 EUR          | LSFO                  |

- Swiftly plan vessel deployment and itineraries
- Manage itineraries of a ship for an entire season from a single dashboard
- Make informed decisions well in advance based on a multitude of factors related to the ship, ports, sea-routes and fuel
- Compare individual & seasonal itinerary versions
- Select most appropriate sea-routes between ports
- Manipulate segments to decide on the most optimal itinerary
- Effectively manage port status and agent collaboration:
  - ▶ Raise & track berth reservation requests with port agencies
  - ▶ Raise & track port cost-info requests with port agencies
- Digitalize tour planning process and effectively connect cruise lines and shore excursions providers on one platform
- Benefit from structured workflows for Tour/Shorex design, purchase, sale, production, reporting and accounting



## Hotel Maintenance & Guest Engagement Management



IssuTrax



IssuTrax HQ



xCreate



xMobile



xInspector



xButler



CyberCafe @Sea



Guest History



IssuTrax API



IssuTrax IVR



- Sophisticated guest issue tracking and engagement suite
- Productivity boosts through workflow automation
- Real-time insights into management activities
- Enhanced customer satisfaction with quick issue resolution
- Centralized performance analysis across the fleet
- Staff efficiency improved with mobile applications
- Quick guest issue resolution with the "line busting" app
- Real-time notifications ensure timely follow-up and guest satisfaction

## Marine Management



Accounts



Insurance



Procurement



eConnect



HSEQ



QDMS



Certification



Maintenance



eRBooks



eLogs



Financial Reporting



smartOps

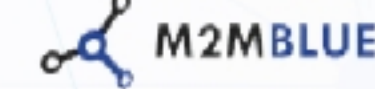
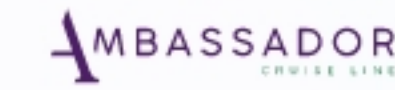


LiveFleet

- Control dry dock and ship maintenance efficiently
- Simplify inventory management for ship and shore
- Enhance financial oversight with comprehensive tools
- Customizable IT and infrastructure solutions are available
- Address all HSEQ matters effectively and comprehensively
- Adopt paperless operations for eco-friendly record-keeping
- Leverage advanced analytics for optimized fleet performance
- The mobile-first approach empowers the crew for on-the-go tasks
- Ensure seamless financial reporting and control mechanisms



# cruisePAL



*cruise* **PAL** 

