DIGITAL SOLUTIONS

MARITIME SOFTWARE

Data smart ship management and operations
with ShipManager™ and Navigator™

SAFER, SMARTER, GREENER

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DNV GL is the world-leading provider of software for a safer, smarter and greener future in the energy, process and maritime industries

Our solutions support a variety of business critical activities including design and engineering, risk assessment, asset integrity and optimization, QHSE, and ship management. Our worldwide presence facilitates a strong customer focus and efficient sharing of industry best practice and standards.

Nearly 50 years of developing quality software

In providing your business with the best software solutions we are always striving to live up to our values: • We build trust and confidence • We never compromise on quality or integrity • We care for our customers and each other • We are committed to teamwork and innovation • We embrace change and deliver results

MARITIME DIGITAL SOLUTIONS

At DNV GL, we have an extensive and innovative offering of maritime software optimizing vessel management, operations and performance. With 300 customers and more than 6000 vessels using DNV GL's maritime software, we are the leading global supplier of digital solutions in shipping. We are focused on constant improvement, innovation and growth.

With a history spanning 150 years, DNV GL provides unequalled investment security. Our domain experts have hands-on implementation experience and knowledge of best practices – they will help you secure the value of your investment. We are allocating resources today in research and development that will provide greater yields in the years to come. Our goal is to bring our customers to the front of the field.

We will continue to build our range of solutions for ship management and operations and lead in key technologies and strategies. We are leveraging the tremendous advances brought on by cloud computing, machine learning and the Internet of Things. Our Veracity data management platform enables industrial collaboration and sharing of information on a secure, open and scalable data management platform.

We are going to see significantly improved efficiency and effectiveness of the way we work together in the shipping industry, with new digital business processes, workflows and structured collaboration.

You can look forward to many developments within our maritime software product line. We are integrating with DNV GL's Class-related information to optimize and streamline processes. As a customer, you can benefit from having both Class and our maritime digital solutions with DNV GL, but the software can be implemented independently of the Class of the vessel.

In the shipping industry, we are reliant upon the best and most forward-leaning digital solutions. With new technology, we not only support compliance to regulatory requirements, but we also enable increased efficiency, Opex reductions and improvement of the bottom line.

Elisabeth Heggelund Tørstad
CEO, DNV GL – Digital Solutions

"Our domain experts have hands-on implementation experience and knowledge of best practices – they will help you secure the value of your investment."

Elisabeth Heggelund Tørstad, CEO, DNV GL – Digital Solutions

SHIPMANAGER AND NAVIGATOR

Keeping vessels up and running 24x7x365 is a complex and challenging task. Day and night, crew and office staff around the globe ensure that materials and goods are transported in an efficient, safe and environmentally friendly manner.

With DNV GL you can manage your vessels in a smarter, greener and safer way by using our modern applications for ship management and ship operations, our well known ShipManager and Navigator systems.

TOP 10 GOOD REASONS

1. Increase safety and compliance of your vessels
2. Increase transparency of operations
3. Show stakeholders that your fleet is well managed
4. Analyse and optimize ship management and operational cost
5. Increase productivity of your key staff
6. Reduce delays, off-hire and detentions
7. Reduce dry docking times and cost
8. Save fuel and operational cost
9. Improve your environmental footprint
10. Investment security through partnership with DNV GL

© Shutterstock

> ## "We know we can rely on DNV GL's capacity for innovation."
> **Capt. Wolfram Hoernicke, Marine Superintendent/DPA/CSO, CSG/Hamburg Süd**

THE VALUE OF SHIPPING SOFTWARE

Shipping has always treated modern software and IT technology conservatively. Over the past few years this trend has been changing, partially driven by the increased competitive pressure and much lower rates in the market.

Our research[1] shows that
- For each USD 1,000 the oil and gas industry invests in new assets, USD 35 is invested in software technologies. In shipping, however, for each USD 1,000 CAPEX, only USD 7 are put into comparable software technologies, only 20% of the investment level of the oil and gas industry.
- Most shipping companies believe that IT is vital to implement best practice processes and ways of working.
- The ongoing change to the next management generation is lowering the barriers to more widespread use of IT systems in all departments.

The costs of modern ship management software are a fraction of costs such as:
- an unplanned off-hire day
- purchasing 3% above best market prices
- a small pollution incident
- an avoidable structural damage in critical areas
- more crew travel due to short term changes
- hiring an office assistant for compliance paperwork
- an unmanaged development of foreign exchange rates.

[1] Best Practice ShipManagement Study 2013, two market snapshots with 200 shipping companies in 2010 and 2012

DESIGN PRINCIPLES

The ShipManager and Navigator products belong to the most proven and reliable solutions for ship management and operations. They are based on the following principles:

Integrated vessel system

Regular data synchronization: changes are tracked on both sides of the system, they are extracted and transported to the vessel and the office. We ensure minimal data transfer volume and maximum security for exchanged data.

Hosted office system

You do not need to worry about running a database and application server. Your office staff gets remote access to the system wherever they are, whenever an internet connection allows them to do so. We manage the application and ensure that data from the vessels arrive without problems and that IT security is at the highest standards. Our hosted server is dedicated to each client. We've been offering this service for more than 10 years and 90% of our clients use it.

Regular system updates

ShipManager and Navigator have major releases twice a year with new features and functionalities based on feedback from our extensive user community, workshops and our Customer Advisory Board. For Navigator Port we deliver weekly updated content in order to ensure that the latest nautical information is available onboard.

Downward compatibility

ShipManager and Navigator systems can always work with different versions in the same fleet. If a system update is taken you can do the update roll-out step-by-step. For larger fleets this is often the only way to work.

Agile system implementation

If more than one ShipManager system is taken, the implementation is often phased, e.g. Technical and Procurement are implemented first, followed by QHSE and Crewing. The vessel client can be rolled out as full version and configured from the office system. The onboard versions of Navigator get ship-specific data from a configuration file sent from shore or manual data input. You can easily distribute hundreds of vessel systems in parallel to your fleet to speed up implementation.

User-friendly

The system is designed for crew users who do not work on the computer the whole day and often have limited training time. We have reduced overlapping windows to a minimum, so you always know where you are working. Entry errors are checked and signaled. Users feel familiar with the style, similar to Windows Explorer. The menu presents only available options for each specific user.

"Leveraging ShipManager Hull, we expect our ship maintenance can be conducted in a more cost-effective and transparent fashion."

Mao Jianliang, General Manager of Shanghai COSCO

© Getty Images

SHIPMANAGER™

Ship management solutions supporting management of vessels
and fleets in all technical, operational and compliance aspects

"DNV GL's ShipManager provides an opportunity to simplify the IT landscape by integrating multiple Ship Management disciplines into one and the same application. Shared user interfaces make communication on system activities more efficient."

Dennis Jacobsen, ShipManager Project Lead, Maersk Line

- ShipManager Technical
- ShipManager Procurement
- ShipManager QHSE
- ShipManager Crewing

- ShipManager Projects
- ShipManager Hull
- ShipManager Survey Simulator
- ShipManager Analyzer

SHIPMANAGER TECHNICAL

ShipManager Technical is the technical management system for planned and unplanned maintenance (recognized by classification societies), technical asset and data management, as well as defect reporting. It provides the central task list for the engineers onboard and technical staff in the office. It is deeply integrated with ShipManager Procurement (spare parts purchases), ShipManager Hull (hull inspection reporting) and ShipManager Projects (for drydocking planning and monitoring).

With ShipManager Technical you can:
- centrally manage your fleetwide equipment and maintenance jobs
- define and schedule counter-/calendar-based and condition-based tasks
- categorize jobs and elements according to relevant criteria, such as critical, safety relevant, class relevant or origin
- prepare and document all planned and unplanned maintenance tasks performed
- automatically update stock counts in consideration of spare parts consumed for maintenance tasks
- keep running hours for each equipment item individually, regardless of where it is installed
- define different manual and automatic counters and counting directions
- attach digital forms, manufacturer's instructions, illustrations and integrated measurement records

- use the history to aid diagnosis and optimize maintenance management
- check stock and create requisitions for spare parts directly with only a few clicks
- keep a lifecycle record of each equipment and manage defects
- exchange equipment for maintenance and overhaul without losing relevant information

ShipManager Technical is easy to use and requires far fewer clicks and work steps than other maintenance systems. ShipManager Technical provides all information for powerful and flexible fleetwide management reporting for technical managers and their departments via ShipManager Analyzer.

MODULES:

• Fleet Equipment Register	• Planned Maintenance System	• Forms

"ShipManager has met our high demands and is an important component of our operational success. This, in turn, allows us to pursue our expansion strategy."

Capt. Ulrich Adami, Fleet Manager, Hartmann Reederei

SHIPMANAGER PROCUREMENT

A fleet of vessels consumes millions of USD in spares, stores, services, lubes etc. that need to be purchased and delivered. ShipManager Procurement is the system that supports purchasing departments, allowing you to work more efficiently without losing overview of the hundreds of open transactions. It prevents over-ordering as well as running out of stock on important items. It helps purchasers gain time on the important sourcing part of their job and reduces the transaction processing work.

With ShipManager Procurement you can:

- purchase any type of goods and services be it spares, stores, repair services, lubes, paints, provisions etc.
- issue and process requisitions from the vessel, which can also be created directly within ShipManager Technical
- perform requests for quotations, compare quotations and initiate purchase orders
- prepare templates for recurring large orders
- track the complete supply chain via warehouses and agents until final delivery on the vessel, incl. allowing direct access to third parties, warehouses etc.
- manage supplier contacts, contracts and supplier performance assessments
- integrate standard catalogues (e.g. IMPA electronic data) in addition to the vessel-specific spares or company-specific stores, lubes or services catalogues
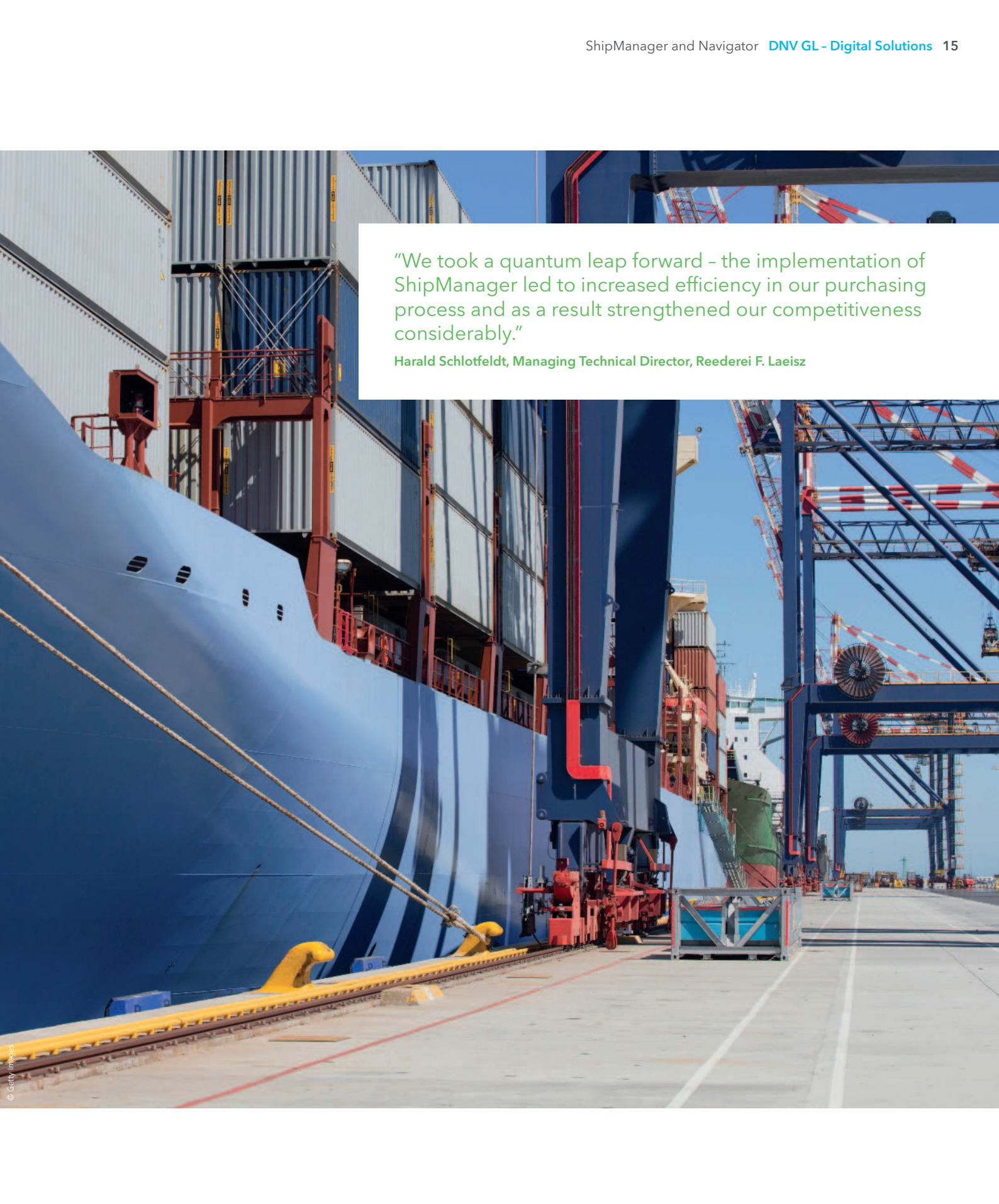
- directly interface to e-commerce platforms, such as ShipServ
- keep complete stock control for inventory management incl. monetary value of items in stock and history of additions and removals
- track budget consumption per cost account/cost centre based on actual invoices and issued purchase orders (committed expenses)
- monitor the consumption of e.g. paints, chemicals, lubes or other consumables
- manage redeliveries for items returned or landed items from vessel
- Supplier Portal significantly reduces the manual efforts within the order process

The system is designed for intensive use by the purchasing departments: colour coding and hot-keys allow for fast processing of data and information. ShipManager Procurement provides all information for interactive and flexible fleetwide management reporting (e.g. budget analysis/variance, supplier performance, order/item histories, etc.) for the procurement department via ShipManager Analyzer.
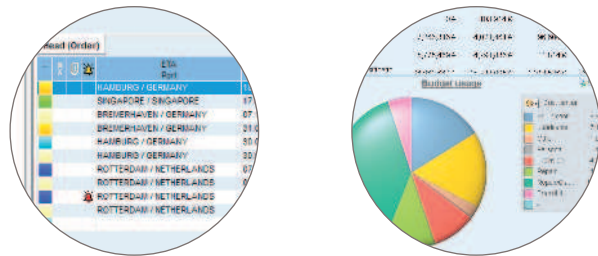
MODULES:

- Supplier Portal
- Order Management
- Stock Control
- Redelivery
- Consumption
- Budget

"We took a quantum leap forward – the implementation of ShipManager led to increased efficiency in our purchasing process and as a result strengthened our competitiveness considerably."

Harald Schlotfeldt, Managing Technical Director, Reederei F. Laeisz

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SHIPMANAGER QHSE

Shipping is flooded with regulations that shipping companies comply with by means of internal procedures and guidelines. The implementation of these is regularly checked by several parties such as port states, flag states, class societies and customers, e.g. the oil majors or other charterers.

Ensuring this compliance as well as the effectiveness of management systems is the task of QHSE (Quality, Health, Safety and Environment) professionals in shipping companies. They, as all the other departments, need professional system support to accomplish their day-to-day work effectively and efficiently.

With ShipManager QHSE you can:
- report and follow up on audits/inspections, e.g. NCs, deficiencies, observations, etc. be it by external (PSC, Charterer, SIRE, etc.) inspectors or by internal auditors (ISM, Technical, etc.)
- report and follow up incidents, accidents, injuries and near-misses
- manage improvements to the QS system

- monitor the validity of vessel certificates and surveys
- manage all QHSE related documentation incl. distribution of documents to individual ships, acknowledgement of new documents onboard (read receipt), revision control and approval workflows
- schedule, document and monitor performance of drills, exercises, safety meetings and other safety tasks
- create, distribute and manage risk assessment templates across the fleet
- monitor risk levels and work permits to improve the safety
- see the status of your class certificates and surveys also onboard (for DNV GL vessels only)

ShipManager QHSE is highly configurable to your own safety management system. You can use your own terms and structures from your existing safety management manual and related documents in ShipManager QHSE. The existence of a full onboard version allows complete integrated workflows from vessel to office to vessel, etc. ShipManager QHSE enables comprehensive, flexible and fleetwide reporting for the QHSE department with ShipManager Analyzer.
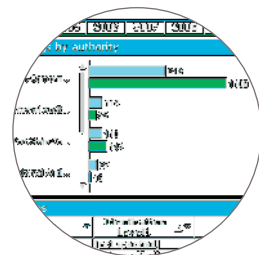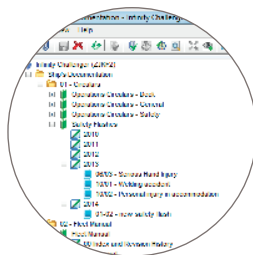
MODULES:

- Safety Management Reporting
- Documentation
- Certificates
- Safety tasks
- Class surveys
- Risk Management

"We wanted to achieve two things. We wanted to further develop our quality and safety system, and also to ease the work for crew and onboard staff."

Frank Eggert, project manager for the Chemikalien Seetransport implementation

SHIPMANAGER CREWING

Qualified crew is hard to find and to keep. That is why a number of shipping companies take back control of many crewing processes while maintaining collaboration with crewing agencies around the globe. ShipManager Crewing is made to support the complete crewing process across the entire crew pool.

With ShipManager Crewing you can:

- run fleetwide crew planning/scheduling processes and optimize crew deployment in line with safe manning requirements and company policies
- easily find crew members qualified to fill vacant positions due to automatic matching of position and crew member qualifications
- collaborate with crewing agencies to supply crew to certain positions in the same system
- keep a complete crew database with comprehensive crew member records
- manage certificates, licences, qualifications, experience, competences and contracts
- have all these key crew data accessible onboard for current and past crew

- prepare wage settlements according to different tariffs, CBAs, etc.
- perform appraisals on individual crew performance
- report work and resting hours with alerts to non-conformities according to the latest regulations
- manage the ship cash box for cash advances, Master's cash accounts and the onboard slop-chest
- run helpful reports, serial letters and certificates directly out of the system

ShipManager Crewing is easy to use, highly configurable to your own environment and wording and supports the global collaboration between shipping company, crewing offices and crew agencies.
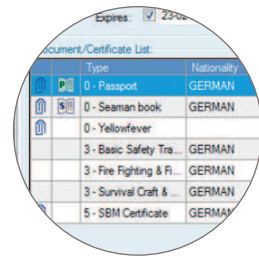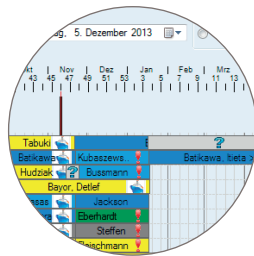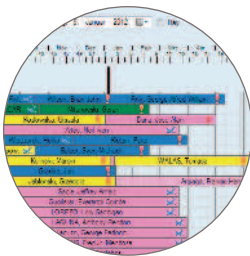
MODULES:

- Crew data
- Crew planning
- Crew Resting Hours
- Appraisals
- Canteen
- Ship Cash Box

"As cost awareness and service combined with environmental protection have always been high on the agenda, we were looking for an integrated software solution that fulfils our company's internal requirements while managing our operational key processes more efficiently."

Bernhard Held, Managing Director of Reederei Held
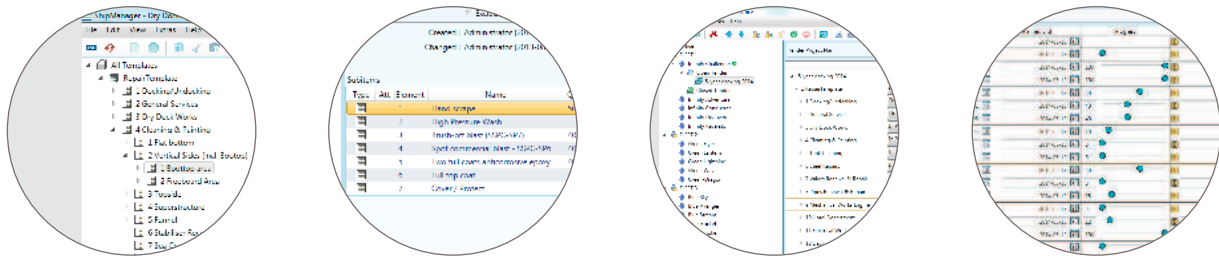
SHIPMANAGER PROJECTS

Drydocking is the biggest maintenance cost block for shipping companies. These projects, as well as comparable technical projects such as retrofitting, need to be supported by a professional project management system that is integrated with your other technical management and planned maintenance system.

With ShipManager Projects you can:
- collect work items to be performed in drydock from different sources, such as the planned maintenance system, or free-item lists
- create templates for different ship types or drydocking tasks from scratch or prior dockings
- manage requests for quotations from yards (locations) and suppliers
- compare prices and select the best yard/supplier combination for the project

- do project management and controlling during the drydocking, including progress monitoring and budget control
- develop a history of drydock projects, parts of which can be flexibly re-used for future drydock projects

The onboard and the office systems work closely together to allow integrated processes between the engineers and nautical staff on board and in the office. Integrated Excel import and export allows easy collaboration with yards and suppliers and usage of existing drydocking work templates.

MODULES:

| • Item collection | • Templates | • Tenders | • Project Plan |

"ShipManager allows us to optimally utilize our flat organization and network of offices around the world, by making sure that we have the right information at hand wherever we need it."

Igor Bondar, Technical Manager of Monjasa DMCC

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SHIPMANAGER HULL

Maintenance work and supporting IT systems have traditionally focused on machinery items, but shipping companies are increasingly looking for professional support also for their steel structures. This has been less based on the fact that hull integrity management systems reduce the probability of structural failures or the risks of pollution and water ingress and resulting reputation damages, but in most cases it is simply to save costs in the next drydocking. Early detected corrosion and re-coating needs can easily be addressed between drydocking intervals.

ShipManager Hull is the most advanced hull integrity management system available today.

With ShipManager Hull you can:
- define inspection strategy, plan and perform inspections,
- document inspection results in a vessel-specific 3D digital twin for interactive use (i.e. mark observations and defects directly in the model), allowing for easier orientation and easier "finding" of problem areas again

- annotate reports by adding text descriptions and pinning photos directly on the model
- comment and approve/reject inspection results from the office
- issue unscheduled inspections from vessel and office
- integrate thickness measurements in the 3D digital twin
- assess hull condition according to various criteria, e.g. coating, corrosion, cracks, etc.
- perform a steel weight and surface area calculation in advance of a drydock tender based on the specific hull condition of the vessels
- use mobile onboard device for direct input of inspection data in compartments

The system is very intuitive and fully integrates with the planned maintenance system for common view on jobs and repairs.
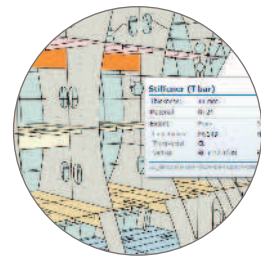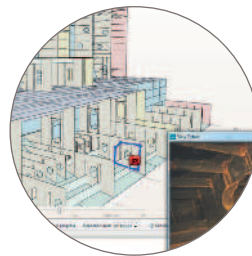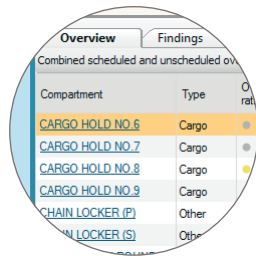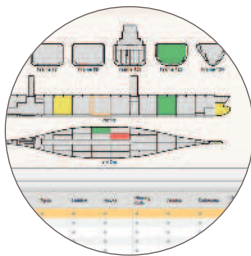
MODULES:

• Schedule • Status • Repair • Reports • Documents • Risk Management

"We developed our own temporary hull structure monitoring system at Seaspan in order to help us understand our needs and to quickly help us manage hull defects until we could assess and decide on our preferred system. Three different systems were reviewed and as a result, the ShipManager Hull was selected as the software most closely meeting our needs."

Peter Jackson, Director of the Projects and Technology Department at Seaspan Ship Management Ltd.

SHIPMANAGER SURVEY SIMULATOR

Virtual reality for hull competence

The Survey Simulator system revolutionizes the development of inspection competence (e.g. hull) for onboard crew and office staff. In a virtual 3D world, decades of experience of DNV GL surveyors can be used in classroom training. The Survey Simulator is an effective training environment that uses highly realistic models, making practical training possible without leaving the classroom. Different vessel types are available for virtual survey with areas and spaces specific for each type (cargo holds, tanks, decks).

With Survey Simulator you can:

- simulate a step-by-step inspection, including where to focus your attention, i.e. where hull structural deficiencies are likely to occur
- use a set of real life tools relevant for documentation and report inspection results
- use photo-realistic textures placed on exceptionally detailed 3D digital twin with thousands of real life deficiencies
- simulate real time coating condition degradation

- adjust survey conditions to increase inspection difficulty level
- use built-in safety at work scenarios

Survey Simulator software makes training more efficient, attractive and practical. It also provides a tool for everyday use for professionals who need to know everything about the vessel before they step on the deck. The simulator can also establish an interactive collaboration workspace for individuals working upon the same problem at a distance, meeting onboard the ship in shared virtual reality.

Survey Simulator is optimized to run on an ordinary laptop used by surveyors every day. It is suitable for use at small offices, even one-man stations, and onboard vessels. At the same time it has functionality to support the systems of advanced training centres with cutting-edge projection, offering amazing 3D and sound effects.
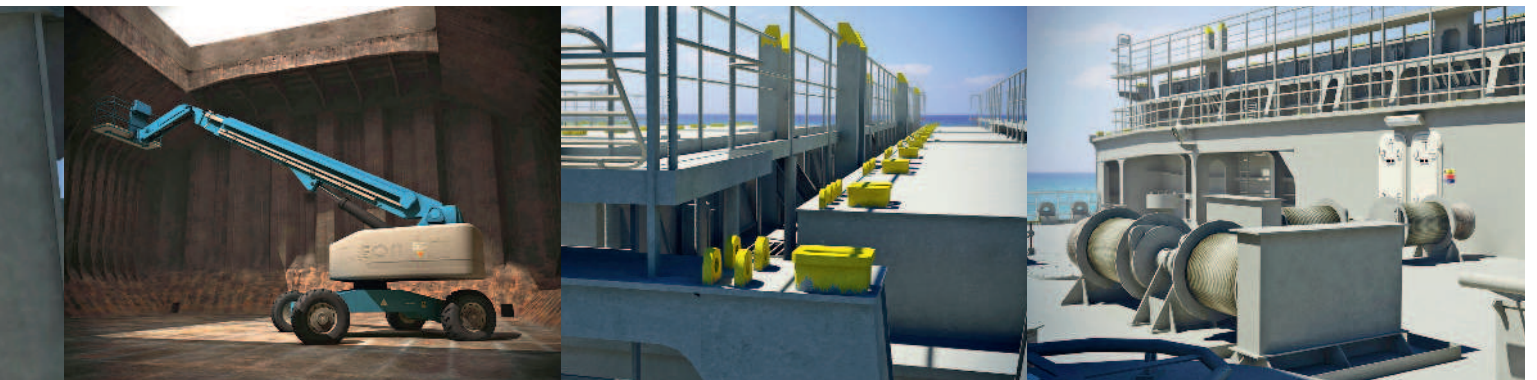

© DNV GL

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"Survey Simulator is good because we get to know what to look for and exactly where the weakest points of the vessel are. It's well designed."

Sead Mujanovic, 2nd Engineer, MPC Münchmeyer Petersen Steamship GmbH & Co. KG

SHIPMANAGER ANALYZER

All ShipManager systems support a complete set of a shipping company's processes. While doing this, they produce valuable data: who your most important suppliers are, their delivery performance, how they have been rated and which safety-relevant jobs are open before an important audit.

This important information needs to be brought back to the users and decision-makers.

With ShipManager Analyzer you can:
- automate and simplify data collection and data processing tasks involved in preparing management reports, summaries, statistics, etc.
- run integrated reporting packages and dashboards-for both management and operational needs
- do a full analysis with drill downs, slicing, dicing, etc. and connect data to gain insights – or choose analysis dimensions on the fly
- Draw conclusions about fleet and vessel performance even though data is spread across numerous software systems and/or departments
- Easily compare vessels, see trends and bring information that was not related together
- Gain key information about the fleet, available on demand for decision-making support

- Use reporting packages for flexible analysis fleetwide for each department, such as Technical Management (e.g. maintenance/overdue performance, defects KPIs), Procurement (e.g. budget, supplier performance KPIs), QHSE (e.g. incidents, findings, causes, LTIF), Crewing (e.g. training, sick leave, crew agency performance KPIs), Performance (e.g. EEOI, speed profiles, bunker usage)
- Integrate different information sources in your reporting packages, including third party sources
- Develop reporting packages based on our standards or according to your own requirements

ShipManager Analyzer can be used as a departmental or company-wide business intelligence system. It allows browser access independent of access to the source system, such as ShipManager. It sits on top of all ShipManager systems and your own data sources, whose data can be combined to gain insights.
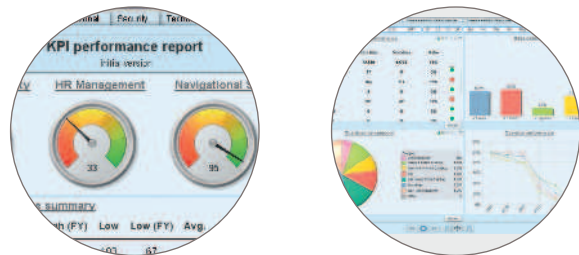
MODULES:

| • Technical | • Procurement | • QHSE | • Crewing |

"The software is designed by professionals for professionals in the shipping industry."

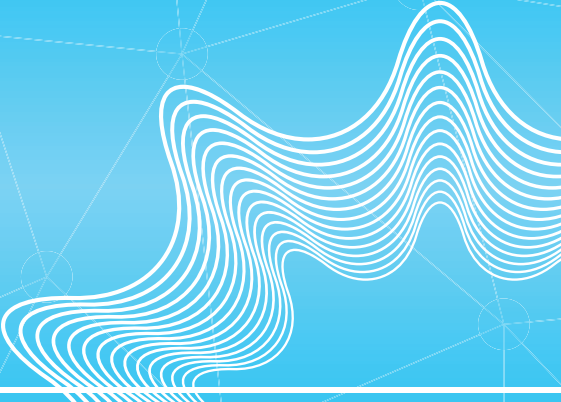**Capt. Hausler, Director of Quality and Safety, Harren and Partner**

NAVIGATOR™

Ship operations solutions supporting port clearance, vessel efficiency, safety and compliance
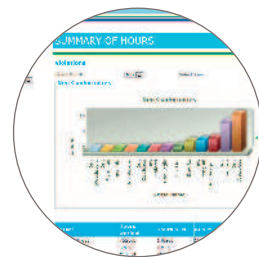
- Navigator Port
- Navigator Insight

NAVIGATOR PORT

A Master's day is becoming increasingly filled with paperwork and less with nautical matters. Navigator Port reverses this trend. It assists the shipmasters in carrying out the planning and preparation of documents needed for entry and departure from ports and sailing through controlled waters. All the related tasks can be carried out in a timely and correct manner. The arrival and departure checklists are unique to each and every port and regulated waters. Add-on modules help to keep track of work and rest hours and allow complete passage planning documentation.

With Navigator Port you can:
- rely on up-to-date information on 13,000 ports,terminals and pilot stations, the latest UKHO's Admiralty List of Radio Signals Vol. 6, the complete IHS Fairplay's Ports and Terminals Guide and information from IMO and national authorities
- prepare for port arrival and departure with the latest arrival/departure checklists for more than 3,500 ports and more than 1,600 different forms that are automatically pre-filled with e.g. ship information and crew data
- perform electronic reporting directly to authorities, including US eNOAD report

- transfer the Officer Matrix via Q88's web service to OCIMF – SIRE
- use a comprehensive nautical library providing up-to-date maritime-specific information and detailed references regarding relevant regulations

Navigator Port content is updated weekly to ensure the latest information status onboard your vessels. It can be run as an onboard-only system, or with an office component. Navigator Port easily integrates with ShipManager Crewing or your own crewing system for exchange of relevant crew information. There are three widely used add-ons available:
- a complete Work & Rest Hours systems, according to the latest MLC guidelines, enabling content and non-conformities to be monitored from the office
- a complete passage planner and documentation module according to IMO Resolution A.893(2), Guidelines for Voyage Planning, the ICS Bridge Procedures Guide and relevant international and national legislation
- a web-based shore module provides data and statistics from fleet to management

MODULES:

- Port Clearance
- Port Information
- Crew data and logs
- Library
- Work & Rest
- Passage planner
- Shore
- Web portal

"Navigator Port has the rare combination of user friendliness, correctness and reliability of content with a great response from the support team."

Exmar Shipmanagement NV
Captain Niels Vanlaer, Marine & HSEQ Director, Exmar

NAVIGATOR INSIGHT

The quality of operational data is essential for fleet performance analysis and is a challenge without an intuitive system implemented onboard with proper plausibility checks. Navigator Insight brings traditional ship-to-shore reporting systems into one user-friendly solution that complies with the EU-MRV regulation.

Improving operational performance of your fleet, measured in fuel consumption, total operating costs and environmental footprint, is only possible based on quality data and analysis.

High quality voyage data management is also essential for all required reporting for to charterers, cargo owners, NGOs such as ESI or CCWG and for the EU's MRV scheme (monitoring, reporting and verification of emissions) as well as the upcoming IMO DCS (data collection system for fuel oil consumption of ships).

Navigator Insight helps ship owners and managers to ensure data quality for unique fleet performance analysis. The system provides an onboard module for structured and harmonized data reporting with intelligent validation that instantaneously alerts officers of potential reporting errors or implausible data. Event-based reports are logged on the onshore server for further evaluation. All required data can be sent automatically to various stakeholders, such as the operation department, technical and fleet management or third parties such as agents, charterers, etc.

The data collected onboard in Navigator Insight can easily be presented in DNV GL's performance management portal, ECO Insight. ECO Insight provides comprehensive performance dashboards, benchmarks and industry data such as AIS, fuel quality or weather data. Combined, you have all the information for industry best practice performance management.

Key benefits of Navigator Insight:
- Complies with EU-MRV requirements
- Comprehensive plausibility checking and data quality/consistency assurance against ship-specific technical data
- Onshore system collects data for the entire fleet in operational reports (log abstracts, noon, departure and arrival, bunker, ballast water operations, disposals and many more) and management reports, for example EEOI for fleets
- Allows comprehensive fleet performance monitoring with in-depth analysis
- All information is structured for re-use in any type of analysis or reporting to stakeholders
- Supports environmental reporting schemes such as CCWG, CSI and ESI
- Core set of voyage reports from departure to arrival with all relevant and industry standard parameters from both nautical and technical officers
- Fully integrated bunkering and ROB management
- Supports data integrity and quality with more than 450 ship-specific plausibility checks
- Easy and fast fleetwide implementation

With its intuitive workflow and intelligent data checks, Navigator Insight strikes the balance between completely manual reporting systems, which often suffer from data quality issues, and less controlled automated performance monitoring. It is simple to use without onboard training needs and easy to implement across your fleet. You can further integrate this information into your internal processes.

MODULES:

• Voyage administration	• Event reporting	• Dashboards
• Ship general data	• Fleet voyages/status	• EU-MRV Reporting

"We need to have full insight into the performance of our fleet and use this to continually improve our operations."

Gisle Rong, Managing Director of Seatrans Ship Management

USERS ALL OVER THE WORLD

With representatives in more than 100 countries we are close to our customers and are able to share best practices and quality standards throughout the world. We are proud to have customers across different segments, regions and fleet sizes, including some of the biggest names in shipping on our list of users.

Tankers
Heavy lift vessels
Bulk carriers
General cargo
Supply vessels
Container ships
Car carriers
LNG carriers
Cruise ships
Pilot vessels
Passenger ships
FPSOs

Chief engineers
Fleet managers
Technical managers
Superintendents
General managers
QHSE managers
Crew managers
Captains
Vetting managers
Marine managers
IT managers
DPA

"We are convinced we can get an easier and faster overview of hull conditions across the fleet and much better preparation for dry dockings with ShipManager Hull."

Lutz-Michael Dyck, Director of Technical Fleet Management, Hapag Lloyd

WE ARE YOUR KNOWLEDGE PARTNER

DNV GL is continuously focusing on our customers' potential for increased efficiency, accelerated growth and well-managed risk.

Continuous client feedback proves that we understand the industry, we are responsive and flexible and we deliver what we promise on time and in budget. Our team of IT and ship management experts has many years of experience in making our maritime software work for the specific circumstances and environments of each client. We take pride in delivering professional support and implementation services and in giving you access to the domain knowledge and experience of DNV GL.

Implementation
We manage the implementation project with and for you. We conduct process reviews and show optimization potentials, provide data capturing and migration, do the installations, when needed, and integrate the software in your IT landscape.

Customer portal and support
We provide you with access to online tools and information for better use of our products. You can find product downloads, frequently asked questions and a wide range of supporting documents. We provide a 24/7 helpdesk in English, German and Norwegian with our own software experts, i.e. no outsourced provider. We can also help you on-site or use our remote access to your system.

Service level agreement
A service level agreement provides easy access to our global technical support helpdesk, new product releases and domain knowledge. As a global organization with professional, regional support centres, we can ensure expert support when you most critically need it, so that you can complete and meet your project demands.

Training, conferences, seminars and workshops
DNV GL – Software organizes user conferences, seminars and workshops worldwide, providing a unique opportunity to communicate with our users and receive valuable feedback. Our training catalogue includes open courses in all regions, and customers can request customized training. Many of the courses are held jointly by our own software support team and by engineers from DNV GL, who bring essential domain expertise.

"That's why we opted for ShipManager - it's so easy to use."
Gerhard Daberkow, Technical Superintendent, German Tanker Shipping

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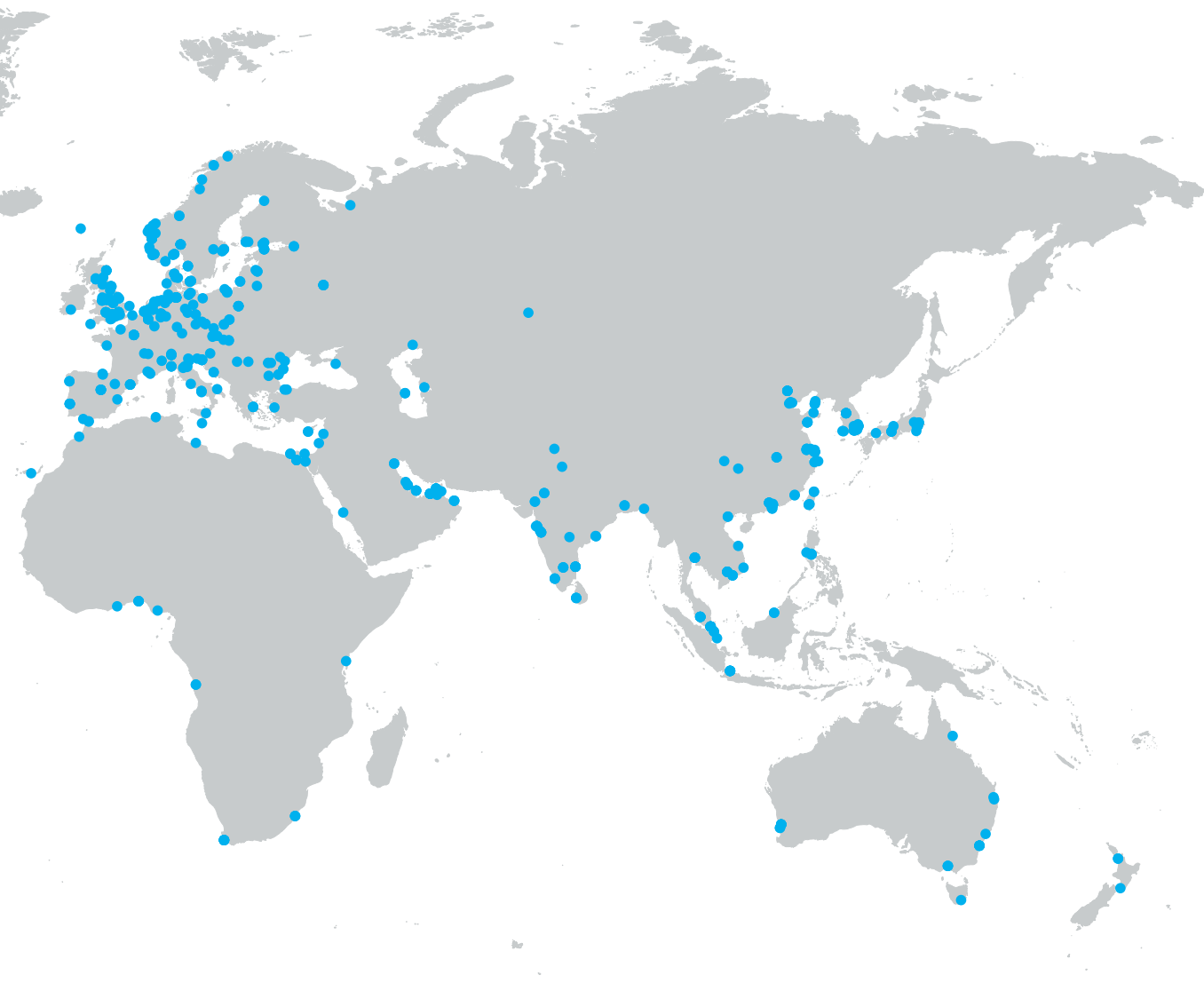
SAFER, SMARTER, GREENER

About DNV GL

DNV GL is a global quality assurance and risk management company. Driven by our purpose of safeguarding life, property and the environment, we enable our customers to advance the safety and sustainability of their business. We provide classification, technical assurance, software and independent expert advisory services to the maritime, oil & gas, power and renewables industries. We also provide certification, supply chain and data management services to customers across a wide range of industries. Operating in more than 100 countries, our experts are dedicated to helping customers make the world safer, smarter and greener.

DNV GL is a world-leading provider of digital solutions for managing risk and improving safety and asset performance for ships, pipelines, processing plants, offshore structures, electric grids, smart cities and more. Our open industry platform Veracity, cyber security and software solutions support business-critical activities across many industries, including maritime, energy and healthcare.