

IT Support and Integration

The level of IT infrastructure onboard yachts of all sizes has increased dramatically over the last few years. This has placed a new burden upon officers and crew who are now expected to manage their IT network.

OceanWeb is committed to providing specialist IT support to ensure the efficient day-to-day operations of your IT infrastructure. Our dedicated support team consists of a core of highly trained software, hardware, communications and network engineers that are on duty to quickly identify and resolve any issues.

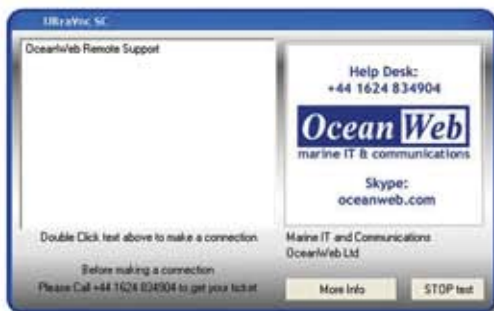
Key Features:

- Installation, repair & upgrade of existing system
- Bespoke installations of new systems
- Comprehensive remote & on-site IT support
- Satellite communications supply & support including VSAT, Fleet & Sat C
- Transas, email servers, AIS, SSAS & Sat C specialists
- Application / hardware integration
- Onboard & remote back-up systems
- IT best practice standards



We can help by auditing your network; monitoring your servers; identifying, diagnosing and fixing problems remotely; providing a fast reaction helpdesk; scheduling routine technician visits and providing an emergency technical response when required.

We proactively support your systems so that issues are rapidly identified and resolved before they cause you problems, thus minimising any downtime.



Remote IT Support

Remote IT Support provides you with a PC network support department at a fraction of the cost of hiring a full-time IT professional. We can also act as an extension to an existing in-house IT team, providing backup support.

Using remote technology we are able to access your systems from our offices providing an immediate response to your problems. Our helpdesk is operated by experienced IT professionals who have a pool of knowledge, experience and certifications to ensure you receive only the best backup support.

Case Study

The email server crashed onboard a 65m yacht, moored in Antigua four hours before a 10 day charter. The Captain called us and we remotely logged onto the server to investigate the problem. Firstly we diverted all email to a webmail service so the Captain could still access and send email. We then reinstalled the email software and recovered all emails. We then ran a suite of diagnostic tools to bring the server up to full speed and finally, after testing the system, we switched the webmail service back to the main email server and continued to monitor for the next 24 hours.

