

# Crew Services Impact On IT Departments



IONIC Shipping (Mgt) Inc.

Andreas Polidis  
*IT Advisor*

**Digital Ship**  
20th ATHENS CONFERENCE  
19<sup>th</sup> October 2022



IONIC Shipping (Mgt) Inc.

Keep the **Crew Happy**

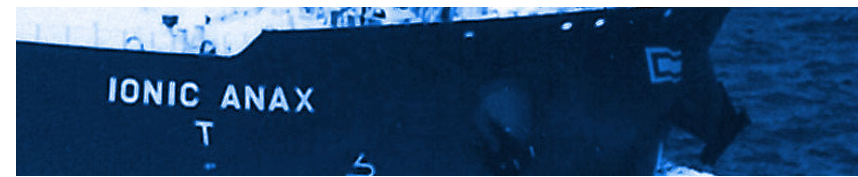
Why should we  
provide  
Crew Services?





- Increase **Motivation**
- Maximize **Performance** and **Productivity**
- Maintain a **Balance** between demanding working hours and joyful resting time
- Safeguard **Safety**
- Support **Family** relationships

Which are the benefits  
of maintaining  
Crew Happiness  
and  
Wellness?





- Attract **Highly Skilled** seafarers
- Maintain **High Retention Rate**, reducing **Training** and **Familiarization** needs
- Gain **Priority Access** to seamen “limited” pool
- **Overcome** potential challenges (*e.g., Covid19*).
- **Build** company’s good reputation

Which are the benefits  
of maintaining  
**Crew Happiness**  
and  
**Wellness?**





- Internet Access
  - Web Browsing
  - Social Media Access
  - Instant Messaging and Video
  - Email
  - Online Gaming
- News Feed
- Movies

Which are the basic  
Crew Services?





- Evaluate and install reliable **Crew Welfare solutions**
- **Support and Administrate** Crew infrastructure
- **Upgrade** available **Bandwidth** to support Crew needs
- **Manage** and **Control Access** to online resources
- Manage **Social Media** use/abuse

What is the Impact  
on  
IT Departments?





- Enhanced Crew **Cyber Security Awareness**
- Ensure “**GDPR**” legislation compliance
- Establish and monitor more **Policies** and **Guidelines**
- Support **Crew Bonding**

What is the Impact  
on  
IT Departments?





IONIC Shipping (Mgt) Inc.

- More **IT Resources**
- More **Tickets**
- More **Bandwidth**
- More **Budget**
- More **Cyber Security Risks**

What **More**?



# Thank You



**IONIC Shipping (Mgt) Inc.**

**Andreas Polidis**

*IT Advisor*

*[ASP1@ionicship.com](mailto:ASP1@ionicship.com)*