



CASE STUDY - Hurtigruten

Providing continuous IT support to Hurtigruten whilst also contributing towards technical projects.

For several years, the team at ICE supported and managed IT requirements for Hurtigruten. These efforts earned us industry recognition for service levels at the Seatrade Insider Cruise Awards 2014. When they decided to engage in some major project work, ICE delivered this whilst also maintaining their existing collaboration.



CHALLENGE

By their own admission, Hurtigruten had ambitious IT related goals and were looking to make enhancements to their existing infrastructure. ICE provided input on both a desktop upgrade project and a core ship network upgrade. The next project was a wireless shore-to-ship communication solution for their main port in Bergen, as well as support on the implementation of Fidelio Cruise across their entire fleet – all whilst the ICE team were providing day-to-day IT support.



SOLUTION

ICE found the resources to deliver on these projects regardless of the fact that the Hurtigruten ships were located all around the world. Through a fully committed approach, the impact to daily operations was kept to the bare minimum. ICE also navigated through complex on-line integrations and bespoke modules alongside Fidelio Cruise and other vendors to ensure a successful roll-out of the Fidelio Cruise system for Hurtigruten.



VALUE

The team at ICE have always embraced a spirit of collaboration, and this reaped huge dividends as the various projects came together. There was virtually no discernible impact upon day-to-day operations, and ICE's Application Lifecycle Management (ALM) service even contributed towards the improvement of existing vendor relationships.

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CUSTOMER:
HURTIGRUTEN



COUNTRY:
NORWAY, ARTIC
& ANTARTIC



INDUSTRY:
CRUISE
Maritime, Travel





ABOUT US

20+ Years Experience within Healthcare, Cruise & Travel

Your Technology Partners

The ICE approach is very much based upon people – ours and yours – and integrity. We'll do all that we can to provide a bespoke service that is exactly what your company needs. We'll immerse ourselves in each and every task, with full transparency and a commitment to go the extra mile for you.

Ian Richardson – Co-Founder & CEO

We had supported Hurtigruten for a long time so we knew we could help when the projects were given the go ahead. We are tremendously proud of the additional efforts our teams put in to not only ensure our existing work was at the required standard, but that these vitally important projects were also successful.

Conor Byrne – Co-Founder & Managing Director



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HURTIGRUTEN

CLIENT TESTIMONIAL

Commitment to a Prosperous Partnership

Oscar Engeli, Senior VP, Corporate Services

"ICE have been our trusted IT vendor in supporting us through some major technical projects during the last 12 months, both on our ships and on shore. They really understand our business processes and specific applications and their positive, proactive attitude and focus on quality of service has enabled Hurtigruten to achieve our ambitious goals with success. We don't believe that there is another IT service supplier like them anywhere who are so focused on our industry.

Our collaboration helped to build an exceptional service – outsourcing our IT service desk to ICE, the quality of service improved around the clock. Most importantly we saw this as a partnership between ICE and the Hurtigruten internal IT team, using the same tools, sharing knowledge, documentation and support. A relationship built on trust and integrity."

