

interview

Meeting innovators in the global cruise industry



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In this latest ICSI Q&A session, we talked with Andrew Carricarte, President & CEO, of Miami-based Tritan Software Corporation.

Tritan offers software platforms aimed at helping with health and safety issues on board ship and given today's issues with COVID-19, this has and will become, even more central to cruise ship operations.

Q: How did Tritan get started and when did it start?

A: We were initially a separate software company that attempted to sell our health-related products to the industry back in 2011. At the time, we believed as many still do, that land-based systems would work on ships. We quickly learned that this was not the case and that's when we made the decision to assemble teams of industry experts, invest and create a whole new suite of technology and specialised software.

At the time, the cruise lines had very manual processes with no tools to manage the significant risks and expenses that they incurred in these areas.

After selling the previous company to Intermedix (NASDAQ:RCM), we then launched Tritan Software in 2014, which was to be exclusively focused and dedicated to the industry. We've since expanded with three major software platforms, including - SeaCare Health Platform, SeaEvent Management Platform and SeaSafe Management Platform.

Q: When did the company become involved with the cruise ship sector and what was the first product offered?

A: During 2011 was really the first time we started to engage with our health management platform called SeaCare. We realised a significant and very dangerous gap

in the industry, which needed a unique but comprehensive health platform that would extend across a global fleet of operations.

Most major software companies did not want to tackle the problem because of its complexity, technology obstacles and the niche size of the cruise market. Given all of these complexities, it took almost three years of collaboration to solve and develop the first platform.

Fortunately, we had our expertise and additional support of some clients that truly believed in what we were doing and the impact it could have on lives at sea. Industry adoption was hard-earned and today, we are generally accepted as the industry's platform with over 95% adoption.

We have been able to successfully navigate through numerous regulatory changes from HIPAA to GDPR and the VSP/DGMQ programmes, to now COVID-19. We continued to broaden our suite which resulted in subsequent launches of the SeaEvent Management Platform in 2018, followed by the SeaSafe Management Platform in 2020. Given our performance record for delivery, we have received a very rapid adoption for these solutions as well.

Q: In the cruise sector, is the software primarily aimed at risk mitigation from a health perspective?

A: It's actually more comprehensive than that. From the health perspective, it's not really understood just how vast and complex the medical care on board is.

People are really unaware that some of these cruise lines treat more patients than major hospital systems. Risk mitigation is a portion. However, they have to be prepared to manage everything from general medicine to emergency care across all demographics. This also includes all of the logistic, administrative, financial and compliance aspects that are required with it.

We provide our clients with the ability to better



A virtual consultation image



Tritan claims to have the highest visibility on board ship

manage and gain insight into their entire medical operations with robust workflows, metrics and business intelligence that also assist with the numerous international compliance requirements they have to adhere to.

Our goal has always been to provide clients with the tools and resources they need to ensure the safety and health of all crew and guests.

Q: I note that training is offered. Is this undertaken by CBT, hands on ashore and afloat or at academies, or a mixture depending on the client?

A: We offer a full-suite of training services to ensure our clients, from executives to the on board crew, can optimise their usage and capitalise on the features available to them through the product suite.

All training services are customised for the client and can range from 'Train-the-Trainer' to remote training and even certificate training programmes with multimedia support.

Q: What data is primarily collated in the cruise ship sector? Can this be analysed ashore by Tritan's experts, at sea and/or in the cruise ship operations ashore?

A: Every aspect of Tritan's software is available for reporting and analysis. We have a very specialised and patented technology that allows for a unique synchronisation and aggregation of data to occur shoreside from the limited connectivity environments on board.

We provide robust data visualisation tools native to the application, which allow our clients to query from live data on shipboard and shoreside management applications. This provides deeper insight of the organisation's medical operations for the shoreside management teams and third party assistance companies to leverage.

On the safety side, this allows for key insight towards implementing data-driven, prevention-based processes, which cannot be accomplished without these tools.

Q: Does project management involve advising and managing a cruise ship and company requirements?

A: Tritan offers a full range of professional services, including project management, which is designed to assist cruise companies in customising and optimising the applications to their unique needs.

For example, our project management services may include identifying and mapping requirements for third party integrations, which is key to streamlining workflows and ensuring our systems integrate seamlessly with existing organisational processes.

Q: Do cruise ship operators tend to sign up for the whole package, plus upgrades and servicing?

A: Our products exist both 'out of the box' and with customisation requests. Essentially, all of our clients opt-in for the 'full package' and complete components offered by our platforms.

Q: Is the latest offering, SeaConsult telehealth, able to be integrated with all the other systems on offer and with outside interests software, such as third parties, CDC, USCG, etc?

A: COVID-19 has brought a renewed focus on telehealth with recommendations from organisations, such as the CDC and WHO. Because of our widespread adoption, we are able to provide an immediate and unprecedented capability to essentially an entire industry.

We already work directly with many of their supporting providers and numerous regulatory authorities. The capability is agnostic to its environment and for them to use at their discretion across wherever they determine the need.

Our platforms integrate with more than 90 systems, devices and third parties.

Q: Is this a form of telemedicine? How does it differ?

A: Yes, but with additional benefits tailored for vessel operations.

It is directly integrated within SeaCare, which is also connected across fleet operations and interfaced to numerous medical devices and systems across the vessel. It provides the ability to perform virtual cabin visits with guests and crew to reduce the spread of communicable diseases, such as COVID-19, and can also assist with emergency, routine, mental health or specialist-based medical needs.

SeaConsult is able to operate within the complex networks and technical environments on board. The on board environment has always been a major obstacle for other technologies and land-based versions.

We also announced that we will be providing the software at no cost during the pandemic period so that the industry can better manage these challenging times.

Q: Are cruise ship operators looking to integrate telehealth now that their ships are

idle and does this pose a problem for Tritan?

A: Cruise ship operators are absolutely looking to integrate the telehealth solution and view it as a critical component to their COVID response plans.

It's important to understand that idle ships still have human lives on board that require care along with addressing other unique sets of challenges, such as mental health. Additionally, all clients have plans to return to sailing and will need to guarantee the health and safety of crew and guests of which this represents a vital component.

Fortunately, it has extremely strong support across the industry.

Q: Is the data relatively easy to be used over the satcoms link on board ship without taking up too much bandwidth?

A: This is the area where our technology excels and we have several patents as to how we accomplish this very efficiently.

Our platforms were specifically designed for maritime operations and the limited connectivity environment they operate in. Bandwidth is expensive and sometimes non-existent so we ensure minimal utilisation and optimal efficiency while still achieving the highest synchronisation rates across all of our platforms.

Q: Is Tritan constantly developing new software and upgrading solutions in use, as more and more ships are delivered and people take a cruise - in normal times?

A: Absolutely. We perform a number of upgrades annually at no cost to our clients.

Our job is to innovate and solve very complex operational and technical problems for the industry. We have earned their trust over the years through our expertise and exceptional ability to deliver.

We're working very hard right now to do all that we can to assist them with their COVID response and ensure that they are prepared to sail. We also have a very exciting roadmap over the next 12 months for each of our software platforms, which our clients are very eager to receive.

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