

# Mobile Performance Management Keeps Maritime Workers Connected

A maritime-industry specialist, Heinen & Hopman designs, engineers and installs air conditioning, ventilation, central heating and refrigeration systems. The company has supplied more than 10,000 vessels worldwide — not only commercial vessels, but also state-of-the-art navy ships, superyachts and offshore platforms. The fitters rely heavily on mobile devices and connections for vital technical information to complete their jobs, but were struggling with connection problems at the work sites. They found the solution through NetBoss BV which implemented NetMotion Mobile Performance Management software.

## Difficult Conditions for Connections

Heinen & Hopman fitters use mobile phones, laptops, and tablets every day to do their jobs. They need a stable, reliable, and secure internet connection to be able to use applications, such as 3D visualisations of the ships that they are working on. Since the fitters mainly do their work in shipyards and other remote sites, they often had to deal with poor internet connections and regularly experienced connection drops. Re-establishing a connection is easy for an IT consultant to do, but it is a time-consuming chore for a project manager or fitter. Having to repeatedly re-establish VPN connections meant that they lost a lot of time and meanwhile, they couldn't access the up-to-date, essential information they needed.

For a time, workers tried carrying static versions of the drawings on their laptops for use on-site, but without a reliable connection and synchronisation the drawings were obsolete. A search was initiated for other solutions. They turned to NetMotion implementation partner NetBoss BV, who provided the Mobility solution — part of NetMotion's Mobile Performance Management software. After a successful proof of concept, the software was launched in production. The fitters were immediately able to access vital data all the time and from anywhere.



### INDUSTRY:

Maritime

### OBJECTIVES:

- Resolve problem with connection drops
- Enable job-essential access to up-to-date information
- Eliminate worker frustration and increase productivity

### SOLUTIONS:

- NetMotion Mobility Mobile Performance Management software

### RESULTS:

- All connection problems resolved
- Access to accurate, updated job information
- Real-time data synchronisation
- Priority access for crucial applications
- Higher productivity for fitters and supervisors

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**Reinier van Schaik** | ICT Manager

### **Less Wasted Time for Higher Productivity**

Now, the workers can access vital data about the ship from anywhere, without disruption. They can take their devices on board with them, which means that they don’t constantly need to go back to an office on the dock or on shore. The end-result is less time wasted and an increase in productivity, not only for the fitters but also for the supervising fitter who is able to spend more time onsite. According to Reinier van Schaik, ICT manager at Heinen & Hopman, “The fitters are so enthusiastic that everyone is asking for the NetMotion solution. So, we’re constantly extending its use to more devices, and our aim is to double the number of devices using it this year.”

### **Policies Making Better Use of Bandwidth**

Setting up a software-based, mobile infrastructure allows policies to be created quickly. The policies automatically come into force subject to certain conditions. For example, when the connection is 3G or lower, only the primary applications are allowed. With only the crucial applications using the available bandwidth, the policies ensure that they continue to perform well. And when the connection changes, the session continues running in the background, which means that there is no more need to log on again.

### **Smooth, Rapid Implementation Thanks to NetBoss**

Van Schaik has high praise for the work that NetBoss did with the implementation. He describes it as proficient and pragmatic: “Even though we’re dealing with a high-tech product, NetBoss adopts a level-headed approach and they think things through with you every step of the way.”

Since NetBoss became involved as the NetMotion implementation partner, a great deal has changed at Heinen & Hopman. As Van Schaik explains, “Our workers power up their devices, log on once and the connection is automatically established in the background where it then operates behind the scenes. They don’t need to do anything with NetMotion.” He compares using NetMotion with switching on a lamp: “Instead of activating a switch manually, the ‘light’ comes on now as soon as you walk past.”