

Passenger Ship

technology



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Software upgrades give operators more options

In today's tough economic climate, ferry and cruise operators need every possible tool to aid sales/marketing efforts, and specialist software developers are upgrading their products to help



Norfolkline has selected E-Dea to provide its eBooking system to manage the entire reservations lifecycle for both passengers and freight

Another established supplier of specialised systems is Naples-based E-Dea, founded in 2000 and which now employs more than 50 software

developers. To further improve customer support, E-Dea has opened two branch offices, in Rome and London; and a further office in Copenhagen, to support the Baltic market, is planned for the second half of 2009.

E-Dea recently made an important breakthrough with the decision of Norfolkline to select the company's eBooking Enterprise system for its passenger and freight reservations. eBooking will replace this operator's current in-house developed system that was reaching the end of its useful life.

eBooking is an open and flexible ferry reservation system, which uses Service Oriented Architecture (SOA) and Java EE technology. The system is part of E-Dea's integrated IMOS platform, which currently handles over 15 million passengers a year across Europe.

According to Jacco Schonewille, chief information officer at Norfolkline, "eBooking came out as the best product after an evaluation period of several months, both from a functional and technical perspective. It delivers the functionality we need today while also creating the foundation for our future requirements."

In addition to eBooking, E-Dea's core products include the eBoarding integrated boarding and security system; ShipBoarding, which uses sensors and optical character recognition (OCR) cameras to read number plates and detect vehicle dimensions; and the TrackVision fleet management system. As well as Norfolkline, current customers include Moby Lines and Color Line also the Italian ports of Genoa, Rome (Civitavecchia) and Brindisi.