cruisePAL

COMPREHENSIVE

CRUISE & MARITIME

DIGITAL SOLUTIONS

GLOBAL PRESENCE

GERMANY
SINGAPORE
INDIA
JAPAN
USA
UNITED KINGDOM
POLAND
AUSTRALIA
CHINA

COMPREHENSIVE CRUISE AND MARITIME DIGITAL SOLUTIONS LEADING THE GLOBAL MARKET

cruisePAL

14+ Locations

20+ Years Experience

1450+ Resources

160+ Clients

330+ Vessel Implementation

Unified Operational Platform

Technology-Driven Efficiency

Strong Shareholder Stability

Continuous Investment in R&D

Software Customization & Development

Advanced AI & Cloud-Based Solutions

cruisePAL

- Comprehensive platform for marine, hotel, and guest relations functions
- Single vendor provides all functions under one roof
- Fully web-based and mobile platform (iOS, Android) compliant
- Software is compatible with cloud and physical data centers
- Universal access through single sign-on, anytime, anywhere
- Operational on PCs, laptops, and mobile devices.
- Manual data transfer eliminated for higher data integrity
- One support with various models, including 24/7 assistance
- Interfaces seamlessly with banks, vendors, and other software
- Customizable interfaces for local system communication
- Full commitment to continue investing in the dedicated cruise software

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Sales & Hotel Management

- SMS/POS
- CRS
- CRM
- Fleet Management
- Inventory
- Yield Management
- eConcierge
- eVoyager
- WebApps
- API
- eMustering

Crew Management

- Crewing
- New Applicant
- HR & Payroll
- Seafarer Portal Web
- SeaRoster
- Ticketing

Destination Planning

- Itinerary Planner
- Tour Management

Hotel Maintenance & Guest Engagement

- IssuTrax
- IssuTrax HQ
- xCreate
- xMobile
- xInspector
- xButler
- Guest History
- IssuTrax API
- IssuTrax IVR
- IssuTrax Lite
- CyberCafe @Sea

Marine Management

- Accounts
- Insurance
- Procurement
- eConnect
- HSEQ
- QDMS
- Certification
- Maintenance
- eRBooks
- eLogs
- Financial Reporting
- *smart*Ops
- LiveFleet
- I2P
- Data Library
- IRT
- Inventory

Sales & Hotel Management

SMS/POS
CRS
CRM
Fleet Management
Inventory
Yield Management
eConcierge
eVoyager
WebApps
API
eMustering

- Sophisticated yield management tool for accurate demand forecasting and profit maximization
- Comprehensive reservation system that simplifies booking processes and optimizes operational flow
- Enhanced customer retention while providing a comprehensive 360° view of passengers ashore and onboard
- Integrated CRM boosts marketing and builds customer/agency databases
- Unique loyalty system for guests/agents enhances retention and satisfaction
- Advanced reporting with AI-powered analytics for real-time sales insights
- Modern mobile apps enhance crew flexibility and operational efficiency
- Offers and promotions tailored to customer feedback and behavior
- Seamless fleet management from shore enhances consistency and control
- Redesigned POS with automated pricing and allergen tracking for improved service

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Crew Management

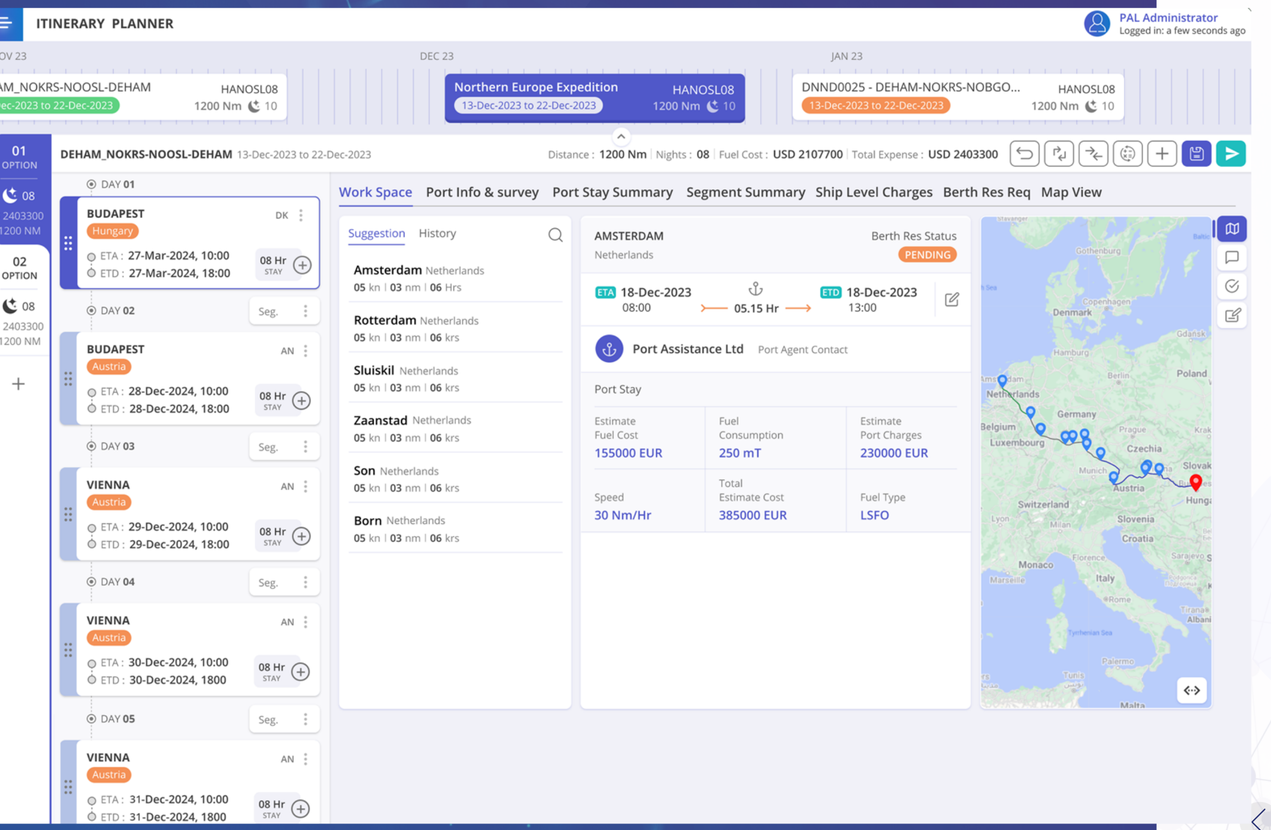
Crewing | New Applicant | HR & Payroll | Seafarer Portal Web | SeaRoster | Ticketing

- User-friendly, cloud-based ship crew management with mobile apps
- Personalized dashboards provide fast, insightful crew performance analysis
- Informed decision-making for crew planning and management efficiency
- Meticulous crew onboarding with document review and logistics coordination
- Seamlessly manages payroll, including compliance with global standards
- Integrates seamlessly with Crewing, Payroll, Insurance, and more
- Comprehensive maritime travel solutions streamline crew travel management

Destination Planning

Itinerary Planner

Tour Management



- Swiftly plan vessel deployment and itineraries
- Manage itineraries of a ship for an entire season from a single dashboard!
- Make informed decisions well in advance based on a multitude of factors related to the ship, ports, sea-routes and fuel
- Compare individual & seasonal itinerary versions
- Select most appropriate sea-routes between ports
- Manipulate segments to decide on the most optimal itinerary
- Effectively manage port status and agent collaboration:
  - Raise & track berth reservation requests with port agencies
  - Raise & track port cost-info requests with port agencies

Hotel Maintenance & Guest Engagement Management

- IssuTrax
- IssuTrax HQ
- xCreate
- xMobile
- xInspector
- xButler
- CyberCafe @Sea
- Guest History
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- IssuTrax IVR
- IssuTrax Lite

- Sophisticated guest issue tracking and engagement suite
- Productivity boosts through workflow automation
- Real-time insights into management activities
- Enhanced customer satisfaction with quick issue resolution
- Centralized performance analysis across the fleet
- Staff efficiency improved with mobile applications
- Quick guest issue resolution with the "line busting" app
- Real-time notifications ensure timely follow-up and guest satisfaction

Marine Management

- Accounts
- Insurance
- Procurement
- eConnect
- HSEQ
- QDMS
- Certification
- Maintenance
- eRBooks
- eRBooks
- Financial Reporting
- *smart*Ops
- LiveFleet
- I2P
- Data Library
- IRT
- Inventory

- Control dry dock and ship maintenance efficiently
- Simplify inventory management for ship and shore
- Enhance financial oversight with comprehensive tools
- Customizable IT and infrastructure solutions are available
- Address all HSEQ matters effectively and comprehensively
- Adopt paperless operations for eco-friendly record-keeping
- Leverage advanced analytics for optimized fleet performance
- The mobile-first approach empowers the crew for on-the-go tasks
- Ensure seamless financial reporting and control mechanisms

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NCL
NORWEGIAN
CRUISE LINE

Celebrity Cruises

RoyalCaribbean
INTERNATIONAL

Resorts World Cruises

seachefs

PHOENIX

AMERICAN
CRUISE LINES

AIDA

TRUE NORTH
N

Quark
Expeditions

MARGARITAVILLE
at Sea

OCEANIA
CRUISES

Regent
SEVEN SEAS CRUISES

SCENIC

STAR CLIPPERS

TUI Cruises

ANQOR

SWISS OCEAN

EURASIA
ETN
TRAVEL NETWORK

BSM
CRUISE
S RE CVISE

BSM
YACHTING

ATLAS

THE RITZ-CARLTON
YACHT COLLECTION

ARANUI

CORDELIA

AMBASSADOR

VICTORY
CRUISE LINES

BCD travel

GD
GEORG DUNCKER
INSURANCE BROKERS

CAMPBELL

JG JAPAN GRACE

HERITAGE
ADVENTURER

GRUPO
VIDANTA

DUNAV TOURS

anex
25

SEABOURN

ADVENTURE
CANADA

EFC

Costa
CRUISING

AQUA EXPEDITIONS

Pearl
Seas
Cruises

NOBLE
CALEDONIA

Captain Cook
Cruises

aurora
expeditions

POSEIDON
EXPEDITIONS

Salamis
CRUISE LINES

coralexpeditions

Variety Cruises

SAS
SEMESTER AT SEA

AVALON
WATERWAYS

星旅远洋邮轮
Astro Ocean Cruise

BALEARIA

VANTAGE
DELUXE WORLD TRAVEL

MYSTIC CRUISES

EXPLORIS

AMAWATERWAYS

SAILING-CLASSICS

HEBRIDEAN
PRINCESS

SDG

riverman
CRUISES

TRIPSMITHS

wireless
logic

SELECTUM BLU
CRUISES

nicko
cruises

POSITIVE
POLAR

PLANTOURS
Kreuzfahrten

THE WORLD
of ResidenSea.

SELECT
VOYAGES

VIET PRINCESS
CRUISES

Mike Ball
Dive Expeditions
AUSTRALIA

M2MBLUE

MARELLA
CRUISES

ligabue

Category Name

Butler

Issutrax Create

Issutrax
Mobile suite

Cyber cafe@sea

Inspector

Issutrax API

IssuTrax

Issutrax HQ Data
Warehouse

Category Name

Accounts

HSEQ

Certification

Insurance

Financial
Reporting

Procurement

QDMS

Category Name

Maintenance

eRBooks

Web Apps
& API

CRM

eLogs

PMS/POS

BI & Reporting

*smart*Ops (Fleet
Performance)

Inventory &
Supply Chain

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HR & Payroll

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