

“Since we have implemented SERTICA, the crew have experienced less repetition of work, fewer overseen tasks, and even less paperwork. We look forward to seeing how we will profit from the system in the future.”

Jan Gundestrup, Chief Engineer at Læsøfærgen



SERTICA ensures lifeline to Læsø

Læsøfærgen is a Danish company operating two ferries which sails from Frederikshavn to Vesterø Havn on Læsø. The ferries sail up to eight trips each day in the summer months when Læsø hums with activity from tourists. During the winter months which are less busy, Læsøfærgen still operates at least four departures in a day to transport citizens and visitors.

By ensuring the connection between Læsø and the mainland, Læsøfærgen functions as a lifeline for the island. Its ferries, thus, need to be constantly operating for citizens and visitors to get back and forth to Læsø.

Unnecessary repetition of work

Operating its vessels, Læsøfærgen works with multiple shifts throughout a day. Before shifts change, information regarding performed maintenance and status on equipment has to be handed over to the next watch. However, these hand overs give rise to difficulties from time to time.

LÆSØFÆRGEN

“We have previously experienced that the crew forgets to pass on information to the next watch. This causes unnecessary repetition of work, and sometimes tasks get neglected. With SERTICA, we expect to avoid these problems ”

Jan Gundestrup, Chief Engineer at Læsøfærgen.

Advantages of SERTICA

- » Easy overview of components with tree data structures
- » Online access to documents
- » Optimized workflows – both in office and onboard
- » Convenient hand-over of information between shifts
- » Skilled support team



Get organized with data tree structures

Læsøfærgeren's choice of maintenance software fell on SERTICA. As part of the implementation process, they had to organize data about maintenance on equipment, ISM and SMS, among other information.

The employees at Læsøfærgeren were very engaged in the process, and the company had a great collaboration with their project manager. Due to these factors, the company managed to quickly organize its data and implement the system.

"Getting support has never been easier. Our project manager responds quickly, and he has been a huge help during the implementation"

Allan Hjortnæs Pedersen, Chief of Maintenance at Læsøfærgeren.

Without the latest information, the next shift is unaware of what has been done and what needs to be done to maintain on-board equipment. Furthermore, this information needs to be logged in order to document maintenance activities and comply with regulations. Læsøfærgeren were, thus, looking for a maintenance system that would enable them to optimize their work processes and ensure access to and documentation of vital information.

The point of structuring data is to ensure a proper structure in SERTICA from the beginning. Once data had been organized, Læsøfærgeren build – with help from their project manager – sensible data tree structures from which their crew can complete



maintenance tasks and access historical data as well as relevant documents about the components of each equipment.

In addition to treestructures, Læsøfærgeren makes diligent use of the [Document Management](#) module in SERTICA. With the module, they can for example, keep track of when documents need to be revised. It is among other things useful when they have to go through safety procedures. The documents can also be associated with specific components so that employees can easily find the documents they need to perform maintenance on a particular component.

What is next for Læsøfærgeren?

Læsøfærgeren are still working on building a scalable set-up in SERTICA so the structure is easy to transfer to new vessels in the future. They are already expecting a new vessel in 2026.

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Furthermore, they were intrigued by the [procurement](#) module in SERTICA. This module contains features which they hope to use for managing their purchase tasks and for ensuring correct purchase orders.

