

Module Overview



Activity Management

Plan and manage all future and past maritime activities



The Activity Management module is a planning and follow-up tool for future and past activities related to the vessel, fleet, and organization. Plan all types of activities such as dockings, audits, and inspections and track their respective progress.

The user can set up and save various overview layouts depending on the areas of interest. It is possible to switch between different overviews and look into specific activities for further details, action points, and status overviews.

A Gantt-style action board calendar shows all activities, which gives the user an overview of ongoing, current, and upcoming tasks across the fleet. An activity can be planned in different stages with both a rough time schedule and more detailed information.

When an activity is completed, users can register the result of the activity. For instance, the result of an audit could be some findings that ended in three non-conformities created in the Event Reporting module.

Benefits

- Easy overview of upcoming activities across the fleet
- Overview of outstanding issues (activities cannot be closed with outstanding issues)

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Key features

- Overview of all activities (surveys, inspections, audits, ect.)
- Overview of all events (incident reports, deficiency, condition of class, drills, non conformities)
- Planning and follow-up tool
- Track the progress of activities

Analytics

Monitor and communicate KPIs across the fleet



The Analytics module offers a powerful platform for generating key performance indicators (KPIs), enabling cost and performance comparison across individual vessels and the entire fleet. It supports internal statistics and benchmarking, allowing for the extraction and analysis of any data combination from SERTICA, which can be displayed or exported to Microsoft Excel.

Ship reporting is streamlined, enabling quick generation of reports like the "Top 10 most expensive maintenance jobs" or comparisons of near-miss reports among vessels, all with just a few clicks. Subscriptions for automatic report delivery are also available. With the Analytics module, you gain instant access to an accurate office database mirroring all vessel databases, facilitating real-time KPI monitoring and communication fleet-wide.

Benefits

- Easily customized reports fitting your needs
- Efficient analysis of data
- Fast identification of areas for cost savings
- Easy identification of new business opportunities
- Brings important information to the attention of decision-makers
- Connects data from different departments or source systems to gain insight
- Conclude fleet and vessel performance

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Key features

- Monitor and communicate KPIs across the fleet
- Automate and simplify data collection and data processing tasks
- Prepare management reports, summaries, and statistics
- Export data directly into Microsoft Excel
- Subscribe to receive user-defined and user-controlled reports
- Compare the performance of vessels

Approval Web App

Complete your approvals in a heartbeat



The Approval Web App shows what needs your approval on your device. This could be approval of purchase orders, invoices, jobs and event postponements or forms. When considering requests, you can also view reports, forms, and invoice documents.

If you are not a frequent SERTICA user, the web app saves you a lot of time because you do not need to open your computer and start SERTICA for each approval. One simple list gives you the perfect overview of what you need to do. You can even receive an e-mail when your approval is needed.

Not all SERTICA users enter the system every day – simply because they do not need to work in the system on a regular basis, or because they typically are on the move. In the Approval Web App, you can complete your approvals in a heartbeat – no matter where you are located. This means that the person, who needs the approval, gets it much faster.

User rights managed in SERTICA control the people allowed to do approvals. Users can log into the online website whenever they have Wi-Fi, which means that postponement of jobs and completion of events no longer require synchronization with SERTICA. You can also approve or reject electronic forms directly from the web app.

The web app covers selected maintenance, procurement and safety processes, which makes it much more than just an app – it simplifies processes.

Benefits

- Manage all your approvals from the web app
- No synchronization issues
- Reject or approve on the move
- Speed up the approval process

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Key features

- Approve purchase orders and invoices
- Approve forms, jobs, and event postponements
- Access to reports, forms, and invoice documents
- Filter and search in your approval list

Budget

Optimized budgets based on valid data



The Budget module is designed to handle multiple vessels, companies, and currency transactions. It offers up-to-date integrated financial data and enables easy information retrieval, such as outstanding payments and open purchase orders.

Monitor expenses and budgets for the entire fleet with monthly reports comparing budgets with actual expenses – for the whole fleet and individual vessels. The module includes functionality to prepare and adjust budgets for the entire fleet. Budgets are prepared on a yearly basis, with costs allocated to each month.

Create forecasts such as “Financial Year Estimates” or “Financial Outlook” for the remaining part of a budget period combined with information about the actual expenses. Perform financial follow-ups and report actual expenses when needed.

The costs covered in financial expenses are detailed in commitments, accruals, and actuals for a complete and precise overview.

Benefits

- Optimized budgets based on valid data
- Reduced costs through streamlined financial processes
- Improved control over financial data
- Timely and accurate operational decision

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Key features

- Budgets for the entire fleet
- Monthly reports comparing budgets with actual expenses
- Adjustable budgets
- Financial follow-ups
- Overview of individual vessels and the entire fleet
- Platform for creating OPEX

Central Data Management



Create and maintain consistent master data

Central Data Management facilitates central construction and control of equipment across the entire fleet using the embedded data package system. This means that information about the same equipment used on different vessels is shared and stored centrally.

The module allows storing and transferring important asset details such as work history, scheduled jobs, spare parts, calibrations, specifications, reports, and documents. By sharing these details, it is possible to optimize maintenance and reduce downtime.

Data can be constructed to ensure uniform implementation across the fleet, which provides easy commissioning, data management, and reporting across the entire fleet. Furthermore, data can be sorted and listed to show specific assets and operational status.

Benefits

- Full overview of fleet assets
- Single truth with all data in one place
- Cost and operational efficiencies
- Maximized economic value of each vessel
- Optimized maintenance
- Reduced downtime
- Easy central data management

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Key features

- Integrate information
- Create and maintain consistent master data
- Centrally control master data across the entire fleet
- Transfer important asset details between vessels
- Move components and stock between units

Certificate

Easy overview of all registered certificates



The Certificate module keeps track of all currently issued certificates across the fleet. It enables the planning of necessary renewals or verifications of existing certificates. It also tracks and manages the changes of old certificates. In SERTICA, you can arrange certificates into groups and notify the right people through assigned responsibilities when a given certificate needs attention.

The certificates are electronically stored in the database. When a new file is added as a certificate file, the name of the file will be automatically generated. Files created this way will not appear in the general Document Management screen but will be in the Certificate area, making it easier to access for the crew.

All electronic certificates can be located through the Certificate browser in SERTICA, regardless of whether you work in the office or on board the vessel. This enables you to find the physical location of a certificate and its expiry date or next verification date.

Notifications are automatically sent when action is needed concerning certificates.

With this, appropriate actions can be taken to ensure the continued validity of your certificates. When certificates are created or renewed, the electronic version of the certificate is stored in the SERTICA Document Management module.

Benefits

- Easy overview of all registered certificates
- Continued validity of your certificates
- Never miss an upcoming renewal of a certificate

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Key features

- Store electronic certificates in SERTICA Document Management
- Preview of necessary renewals or verifications
- Arrange certificates into groups
- Notify the right people when a given certificate needs attention
- Find the physical location of certificates
- Assign responsibilities

Data Synchronisation

Accurate and secure data on vessels and in the office



Having the correct data available for decision-making is crucial for any shipping company. The Data Synchronisation module is a data communication engine ensuring stable transportation of data. It is designed specifically to function on unstable network connections.

Crew and office enter data in their respective databases and SERTICA synchronizes automatically – thereby controlling the updating of all databases. Frequency of synchronization and allowed data sizes can be determined according to business needs (e.g. every 15 minutes or twice a week). The schedule can also be configured per vessel minimizing data traffic and data sizes.

Data moves between vessel and office in the form of transactions, which ensures timely data alignment. Data synchronization takes place automatically and SERTICA retries transmission if connection is lost.

The Data Synchronisation module also recovers missing transactions using its unique handshake functionality and handles any type of data connections.

Benefits

- Accurate and timely data alignment
- Stable and secure data transportation
- A system you can trust
- Happy and well-informed crew

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Key features

- Data-transfer between office and vessel databases
- Automatic synchronization without crew involvement
- Functions on unstable data connections

Defect Reporting

Use a specific workflow for defects to save time



The Defect Reporting module identifies unplanned maintenance jobs discovered on board the vessel. When a defect is detected on a component, the information is reported and registered in SERTICA as a “defect job”. Once the information is in SERTICA, the job appears on the task list and you can easily measure and follow up on defect reporting separately.

A defect job follows a specific workflow that allows it to be linked to a service order or a requisition. This means that necessary spare parts to complete the job or requirement for external service or manpower will be visible to procurement and the current job status is visible to everyone.

Both the vessel and office can track the job status and extract reports in the Analytics module.

Benefits

- Save time with easy follow-up on defects
- All information is stored in SERTICA
- A system you can trust
- Happy and well-informed crew

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Key features

- Report defect jobs
- Categorize defect jobs
- Use a specific workflow for defects
- Follow up on defects
- Run statistics on defects and compare vessels
- Attach defects to procurement

Document Management

Efficient workflow without creating conflicting versions



The Document Management module safely stores, updates, and distributes documents between office and vessels. It handles all file types e.g., Word and PDF, drawings, videos, and photos, which can all safely be exchanged across the fleet.

The module provides an automated version control that allows editing at both office and onboard vessels without creating conflicting versions. Revision control expands the Document Management module with the ability to process revisions of documents in a controlled flow. Document revisions are distributed automatically.

Requests follow a customized approval flow, adapted to the workflow in the specific organization. The approver can use the built-in compare-function in Word to see all changes, before approving or rejecting the changes in the document. Once approved, all changes wait in a queue until a new document revision is completed with all historical changes and a log of approvals.

The Document Management module has online access, so you always have access to the information in SERTICA. Document Management allows you to import and attach any kind of document to quotations, purchase orders, and invoices. With the additional web-access module, you can access documents online through a web browser.

Benefits

- Centralized storage of all documents and files
- Improved safety and increased efficiencies across your fleet
- Easy access to important information
- Critical documents are controlled and cannot be changed without approval

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Key features

- Efficient management and distribution of documents across the fleet
- Edit, share, and revise documents securely
- Advanced revision control
- Change request management
- Option to make documents as read-only to the vessels
- Distribute procedures and checklists to the entire fleet simultaneously to save time

Dry Dock

Effective planning with controlled budget and costs



The Dry Dock module is a solid tool designed for shipping companies to control dockings. Planning dry-dock projects are often time consuming and considered the most expensive and complex maintenance event.

This module seamlessly connects the needs of the vessel, office and vendors in SERTICA, and plans all the tasks required when ships are in Dry Dock.

The entire process, from the first offer to planning to execution and evaluation, is managed with the same efficient tool. The docking project is planned according to the existing maintenance jobs registered in SERTICA. This means already existing maintenance jobs can be transferred to the docking from the regular maintenance schedule for the vessel. If a docking job needs to be repeated, it is possible to reuse a job or the entire dock list, thereby saving time.

It is easy to get offers from multiple shipyards and the results can be combined with the opportunity for the crew to do tasks themselves, just as the shipping company can deliver spare parts to the shipyard by themselves. Hours, spare parts, and costs can continuously be registered during the docking process. When the docking is finalized, the process can be evaluated, and the actual costs can be compared with the estimated budget.

Benefits

- Transparent process with solid documentation
- Reduced time and costs in maintenance projects
- Unplanned off-hire can be avoided
- Controlled budget and cost
- Effective planning and reporting
- No more planning in excel

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Key features

- Plan and perform Dry Dock projects
- Reuse docking lists – all users have access to all dockings
- Access spare parts and supplier library
- Integrate with requisitions, job management, and procurement
- Exchange price inquiries in Excel and automatic import
- Compare prices from suppliers and shipyards

Dynamic Dashboard

Intuitive dashboards provide access to relevant information



The Dynamic Dashboard module creates an overview of any data in SERTICA you wish to monitor regularly. This could be overdue critical or class-related maintenance jobs for a selection of vessels, number of requests for quotes awaiting a reply from the suppliers, spare part usage for the same type of maintenance job across the fleet, number of incident reports for the fleet group and much more.

A quick overview enables you to react faster on issues that need your attention – making this module a great management and follow-up tool.

The Dynamic Dashboard module makes it easy for administrators to design custom dashboards and distribute them to the fleet. The module allows customers to design their own dashboards based on various Analytics reports and achieve an overview of any data in SERTICA.

You can create an overview of information from SERTICA in customized graphs designed with Excel. You can decide the layout and colors and have the opportunity to add graphical illustrations in the form of traffic lights and speedometers.

Benefits

- React faster on issues that need your attention
- Intuitive dashboards provide simple and efficient access to relevant information
- Dashboards for management decisions and operational needs

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Key features

- KPI overview
- Data drilldown functionality
- Management and follow-up tool
- Reports defined and controlled by the user
- Multiple dashboards with multiple data areas

Event Reporting

Reduce risk of accidents and non-conformities



The Event Reporting module makes it easier for the crew to identify and register events such as near misses, accidents, incidents, non-conformities, observations, and deficiencies. The list of possible event types is defined by the office, providing flexibility and control.

You decide which data is mandatory when registering a new event. Examples of such data include date and time, detailed event description, status, related personnel, primary and secondary causes, and possible consequences.

Events can be described in detail by allowing the crew to attach documents, images, or video.

SERTICA controls the flow of events across the organization. Reports created by the crew are automatically transferred to the office. The main office can ask for further details if they are unsatisfied with the first report. The status flow is very flexible and can be tailored to fit most requirements.

Office personnel has access to all events for the entire fleet. This allows for the comparison of event patterns and frequencies.

Benefits

- Reduced risk of accidents or loss, near accidents, and non-conformities
- Log and learn from incidents
- Compliance with industry standards
- Carry out risk assessments
- Avoid accidents and save lives
- Protect the environment
- Enhanced safety culture

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Key features

- Overview of all events in a searchable format
- Additional documentation support (documents, images, video)
- Reporting and analysis of events
- Risk Identification
- Root Cause Analysis

Fleet Supervision

Access each individual vessel database centrally



The Fleet Supervision module allows you to access each individual vessel database instantaneously, as well as assessing data across all vessels. This means that you have a unique office database with a 100% accurate copy of all vessel databases.

Reports can be created in Analytics to supervise all kinds of module transactions and important data, which makes it easy to monitor and communicate KPIs across the fleet.

Benefits

- Unique office database with a 100% accurate copy of all vessel databases.
- Easy overview with Fleet Supervision

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Key features

- Access each individual vessel database instantaneously
- Assess data across all vessels

Forms

Simplify processes with pre-defined electronic forms



The Forms module is a flexible tool consisting of electronic templates designed by the office to support and guide the users to submit information and reports in a well-known and consistent manner. The data fields in the forms are referenced to SERTICA in order to automatically fill in some of the fields in the form.

Forms are often added to maintenance jobs, e.g., a hot-work permit before starting a maintenance task or a measurement form to be filled before completing a task. These “forms on job” may be set as mandatory to control the job flow or if specific information is required.

A customized MRV form to register fuel consumption is included in SERTICA. This data can be used to fulfill the EU requirements around Monitoring, Reporting and Verification (MRV).

The forms module is mainly used as an assisting tool for reporting e.g. near misses, drills, accidents, checklists, reviews, working permits or monthly reviews in the Safety and Quality department.

The user can fill out customized forms about risk identification and risk management. You can even set up approval procedures and send corrective actions for approval. Once approved, a task appears in the activity planning. The process of reporting and planning safety activities has never been more straightforward.

Benefits

- Save time and resources with easy data entry
- Spend less time filling out event reports
- Fulfill MRV requirements with a few clicks
- Make sure crew members follow a specific workflow
- No more huge email attachments and hard copies

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Key features

- Electronic format of monthly and weekly forms
- Design and upload checklists to SERTICA
- Automatic import of data from Word and Excel
- End-user design of templates
- Collect data for analysis

Forum

Encourage to share experiences and knowledge



The Forum module is used for sharing knowledge and experience across the organization. It provides the organization with basis for creating a flow of communication, in which users are encouraged to share their experiences and learn from others.

The module is very flexible and promotes communication from office to vessels as well as between the vessels. This allows a benefitting discussion between users as well as easy distribution of relevant information.

The office can administrate the main topics and categories that should be available for the crew. It is also possible to push important information to targeted roles and track when and who has read the information. It can request acknowledgment to ensure that the receivers have read and understood the information.

The Forum module gives all employees access to sharing knowledge as well as engaging in developing the company processes.

Benefits

- An organization with healthy communication

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Key features

- Share knowledge between office and vessels
- Follow-up on user acknowledgements
- Encourage users to share experiences and learn from each other
- Distribute relevant information easily
- Ensure information is read

Inspection App

Easy planning and evaluation of inspections



The Inspection app integrates the PC version of SERTICA Inspections & Audits with your mobile devices. SERTICA can create a very flexible planning with the possibility of reusing jobs for future inspections and thereby minimizing the time spent on planning.

The improved filtering makes the app more visual and manageable and the new modern interface is very intuitive with a user-friendly layout, which makes it possible to use the app without any user training.

Superintendents can execute inspections offline and synchronize the Inspection app with SERTICA when a connection is available. When boarding the ship, the superintendents only need to follow the pre-planned route or inspection area indicated in the app. During an inspection, ratings, remarks, and photo documentation can be added.

Once the inspection is completed on the mobile device, the office can use the tool for risk assessment and define the severity of the inspections made. This influences the maximum allowed number of days to pass before the inspected error is corrected.

Benefits

- On-site reporting and documentation
- Introduce best practices related to inspection management
- Reduce administrative work of sorting pictures and writing a report
- Let the professionals focus on inspecting

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Key features

- Categorize and structure inspection jobs
- Reuse jobs for future inspections
- Document technical inspections, audits, and vetting
- Execute inspections offline

Inspection & Audits

Introduce best practice related to inspections



The Inspection & Audits module meets the requirements crucial to a ship manager. It easily prepares for and follows up on both internal and external audits, inspections, and vetting.

Plan and archive surveyor visits and record any deficiency detected. If needed, inspection findings can trigger observations in the event reporting module ensuring that the right corrective actions take place. This way, you ensure a standardized, transparent and effective inspection and audit process.

Through categorization and structuring of inspection jobs, SERTICA can create extremely flexible planning with the possibility of reusing jobs for future inspections – thereby minimizing the time spent on planning.

Furthermore, it is possible to see all previous, current, and future inspection jobs and their remarks.

Benefits

- Comply with international requirements
- Introduce best practices related to inspection management
- Increase efficiency

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Key features

- Inspection and Audit questionnaire tool
- Import/export functionality for Microsoft Excel
- Inspection App (register findings and pictures directly)
- Log and learn from incidents
- Risk assessment

Inventory Management

Get the perfect overview of your inventory



The Inventory Management module allows you to relate spare parts with components, making procurement easier. By clicking on the component in the tree structure, you can see which spare parts are needed and procure these right away.

In the inventory management system, you can sort, group, and filter your inventory and use QR codes to optimize your internal processes.

The Port Prices feature calculates which ports are the most attractive when you need to place an order. You achieve the best possible price by combining information from the item catalog with the procurement functionalities.

Benefits

- Optimized internal processes
- Easy and fast identification of spare parts

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Key features

- Efficient inventory management system
- Stock and spare part control
- Flexible technical structure
- Control of requisition, order processing, and delivery
- Get an overview of which ports give the best price

Invoice Management

Reduce the manual handling of invoices up to 70%



When an invoice is received, this module will automatically try to match the details of the incoming invoice to the existing purchase order in SERTICA. If they match, the invoice will be instantly approved according to the predefined approval matrix.

Invoices that do not match the purchase order will be transferred to the responsible employee for manual handling. Due to safety reasons, manual handling can also be used for invoices with high amounts that need approval from either one or two employees.

The invoices are kept in SERTICA with remarks of the mismatches found. When the responsible employee has handled the mismatches, the invoices can be approved directly in SERTICA. When an invoice has been approved, the related purchase order will be updated with a new invoice status as partly or fully invoiced.

By linking the procurement process with the financial department electronically in SERTICA, the system provides complete control and visibility of the entire life cycle of a transaction.

It is also possible to add invoices created in other systems to SERTICA. This means that you have all the relevant information about technical management stored in one system, giving you the perfect overview.

Benefits

- Full control and visibility
- Reduced processing time and cost
- Optimized work and improved control
- Improved traceability of invoices and approval processes

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Key features

- Digitalize paper invoices
- Auto-matching
- Automatic handling of PDF invoices
- Full electronic archive of all invoices with process and approval history

Item Certificate

Manage item certificates and IHM



The Item Certificate module is used to manage the certificates of each individual item from purchase to consumption. In addition, you can track and trace all items and their certificates for IHM. By including the item certificate management in SERTICA, it becomes a natural part of the procurement process.

With the Item Certificate module, you ensure that whenever an item is being purchased, the supplier will be required to provide applicable certificates, like e.g., Material Declarations, MED Certificates or Supplier's Declarations of Conformity. Technically, it means that when a new item is procured, the purchaser can request the supplier to add the necessary certificates in SERTICA before making the PO and issuing payment.

Examples of typical items requiring certificates include life-saving appliances, marine pollution prevention equipment, fire protection equipment, navigation equipment, radio-communication equipment, mooring ropes, wires, lifting gear, pyrotechnics, chemicals, paint, and any items requiring certification in accordance with EU Marine Equipment Directive (MED).

By managing your item certificates in SERTICA, you can easily monitor the status of each item certificate in your Task List. This gives you an easy overview of which certificates are due or overdue.

Furthermore, you can follow which certificates are awaiting approval, and monitor if any certificates are missing on request for quotes, purchase orders, and invoices.

Benefits

- Certificate management as a natural part of the procurement process and stock management
- Stay in compliance with IHM regulations
- Comply with necessary requirements digitally

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Key features

- Manage and document items and certificates
- Hazardous Materials Management
- Track and trace all items
- Easy access to item certificates directly on items and components
- Batch control

Job List

Avoid breakdowns and create a better working environment



The Job List is the primary screen for most users in their daily interaction with SERTICA. The Job List screen gives an overview of all jobs due, overdue or activated within a given time period and allows necessary interaction with these jobs. From this central screen, all jobs are started and completed.

Once activating the job, SERTICA delivers a work order report including remarks from the last completed jobs, job text, procedures, estimated spare parts and tools and estimated manpower. The Job List also provides the possibility for printing or viewing on-screen related documentation such as drawings, manuals, instruction videos, pictures etc.

Benefits

- Plan ahead and never forget maintenance jobs
- Reduced production downtime
- One screen to get maintenance overview
- Create better working environment
- Less stress due to unexpected tasks

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Key features

- Plan, structure, and manage maintenance jobs electronically
- Add spare parts
- Create and finalize jobs
- Read documents or add additional information to a job
- Report to Management about completed and future jobs

Jobtext Management

Optimize Asset Management on fleet level



The Jobtext Management module allows you to create and manage extracts of Makers manuals as an integral part of your planned maintenance system. All documents and manuals related to maintenance are available in SERTICA and can be combined with your maintenance schedule and job descriptions. New vessels can easily reuse document extraction if the vessel is equipped with similar equipment.

You achieve the flexibility to revise jobs at fleet level and can structure components based on makers and model numbers. This means you can manage tasks and procedures for a given model in the entire fleet by categorizing maintenance jobs into procedures and demands from the maker, class and company.

With Jobtext Management, it becomes easy to prevent reoccurrence of defects on different ships with the intelligence gained through a central database.

Jobtext Management assists in governing a uniform job structure by inviting to align jobs. Updates and job procedures are centrally managed, and automatically distributed to relevant vessels. This includes the distribution and management of service letters from manufacturers.

Benefits

- Optimized Asset Management
- Share knowledge on fleet level
- Improved task performance
- Prevent reoccurrence of defects

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Key features

- Technical data available on board the vessels
- Flexibility to change procedures and parameters on several ships at once
- Advanced document management with a controlled document flow

Logistics & Shipment

Ensure the lowest possible price on every shipment



The Logistics & Shipment module allows purchasers, forwarding agents, and warehouses to enter delivery information in SERTICA. This module contributes to an efficient mid-point delivery and documentation of the entire process. It enables you to control the delivery of the right goods at the right time.

Shipping companies often store, consolidate and re-package goods from multiple purchase orders to ensure a smooth and quick delivery to the vessel once it is in port.

Purchasers can manage the distribution and shipment themselves on behalf of the vessel, collecting line items from purchase orders and consolidating them into packages or carriers. These can be attached to a shipment with dimensions, weight and value registered to the shipment. This way, a shipment can include many line items from many purchase orders from many carriers.

At the final arrival destination, the shipment is received, and the purchase process is completed. The entire shipment status and process information is available to the entire fleet and the purchaser.

Benefits

- Increase visibility and create transparent access to shipping data
- Ensure the lowest possible price on every shipment
- Get the right part at the right time at the right cost
- Work more efficiently and prevent over-ordering or running out of stock
- Identify the best and most cost-effective ports for your business

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Key features

- Warehouse Management
- Consolidation of line items from PO's
- Package and carrier management
- Volume calculation
- Forward relevant papers such as proforma invoice, insurance papers and manifests

Maintenance API

Add or extract data between SERTICA and other systems



The Maintenance API module allows integration into other tools and programs for building software. This makes it easy to build interfaces to SERTICA Maintenance without our involvement. With easy programmatic access to SERTICA data, you can use all maintenance data in any connected application – giving you extended possibilities.

Develop your own features or apps to make SERTICA fit your needs. Combine component data, job history and job lists with other systems. You may even combine it with IoT devices, which can report measurements back to SERTICA. Hereby SERTICA can alert you when it is time to do a maintenance job.

The API module makes it easy to add or extract data between SERTICA and other systems. Another example could be to develop your own interface with Excel, resulting in receiving SERTICA data and messages directly in Excel. This enables you to create a job in Excel, which is automatically added to SERTICA.

For reporting and Business Intelligence needs, the Maintenance API gives access to retrieve data generated by SERTICA Analytics. This enables you to use SERTICA Analytics data in third-party reporting tools such as Power BI or similar.

Benefits

- Easy development by third-party
- Use maintenance data outside SERTICA
- Full benefit of IoT and machine learning
- Extended possibilities to combine SERTICA with connected applications

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Key features

- Simplified programming and interface to SERTICA
- Develop your own features and apps for SERTICA
- Integration to other systems
- Use SERTICA data in other systems and programs
- Generate data in SERTICA and display in any reporting tool

Management Systems

Ensure high standards and stability



The Management System module registers the documents of one or more management systems in SERTICA. This could be Safety Management System, Quality Management System, Ship Oil Pollution Emergency Plan, or any other system needing to control and structure documents.

Integration with Microsoft Word allows users to edit documents easily, create change requests and compare different revisions of the same document. This module offers an accessible overview of the changes made from one revision to another.

The manuals can be updated continuously, as crew members and office employees can make a request for change. A full audit trail of all changes and revisions is available for the office. The vessels only have access to the latest approved and released version and revision of the management system. This enables full control of everything that goes into the system and prevents unwanted changes.

The accessibility of the updated manual helps everyone in the organization to follow procedures and guidelines, thereby ensuring high standards and stability.

All of the above is integrated directly into the SERTICA framework, which enables the automatic transfer of all data between office and vessels.

Benefits

- Easy access to the entire Management Systems within SERTICA
- Full control of everything that goes into the system
- Quality Assurance
- Prevent any unwanted changes

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Key features

- Control and distribute the Safety Management System and Quality Management System
- Management of SOPEP (Ship Oil Pollution Emergency Plan)
- Controlled copies
- ROC (Record Of Correction)
- Strict revision control with change request flows
- Automatic distribution to vessels and fleet

Master Data Management



Reduce administration costs and breakdowns

The Master Data Management module centrally administrates data on jobs, spare parts, documentation, and components. When the same master data is used in several locations, it only needs to be updated once, which results in better data. Sharing these details makes it possible to optimize maintenance and reduce downtime.

Data can be constructed to ensure uniform implementation across the fleet, which provides easy commissioning, data management, and reporting across the entire fleet.

Central administration is relevant when for example the same pump is used on different vessels. This allows for updates in master data, which is then distributed to the vessels instead of updating the same component on several vessels.

The module also gives an overview of the pump's location, and by assigning roles to the pumps, you can centrally schedule maintenance jobs and administrate components according to their roles. This means that the same pump can exist in multiple places on a vessel but still have different tasks assigned.

Master Data Management is mainly used in relation to maintaining off-the-shelf components rather than unique components, such as the main engine.

Procurement of spare parts can also be administrated centrally, which makes it possible for the vessels to use one central item list that is always updated.

Benefits

- Easy maintenance of shared master data
- Full overview of fleet assets
- No forgotten components
- Less administration costs
- Reduced breakdowns and downtime

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Key features

- Create and maintain consistent master data in one place
- Overview of which vessels have which components
- Control distribution to vessels on the component level
- Transfer the same component multiple times
- Move components and stock between units

PunchOut

Seamlessly Integrate Supplier Catalogs



Dive into an immersive B2C front-end experience with SERTICA's PunchOut module, enhancing the efficiency of your procurement operations. Interact directly with supplier's webshops, populating requisition positions through a seamless integration between platforms.

Especially suited for purchasing consumables, PunchOut minimizes error risks by automating the data entry process. Rely on suppliers' pre-agreed catalogs, guaranteeing relevant and current data directly through your SERTICA system.

Experience direct access to supplier's web-based catalogs through SERTICA. Access all product information provided by the supplier, such as high-quality images, in-depth product descriptions, detailed specifications and prices. The combination of this direct access and online pricing mechanisms ensures a streamlined procurement process.

Benefits

- Streamlined procurement processes with a modern B2C front-end experience
- Access to a customized catalog built on pre-agreed terms with suppliers
- Complete transparency with data centralized in SERTICA
- Minimized manual data entry errors with all data sitting within SERTICA
- Efficient and accurate order management
- Eliminate the hassle of double entries and re-typing
- Shop at sea like you do at home

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Key features

- Seamless integration with selected supplier catalogs
- Direct access to high-resolution images, comprehensive product descriptions, and in-depth specifications
- Automated shopping cart integration, transporting selected items back into your procurement system

Return Goods

Track, assess, and process returns with accuracy and speed



The Return Goods module is designed to simplify and optimize the management of returned goods. This module is essential for organizations looking to optimize their return goods workflows, enhance customer satisfaction, and ensure efficient utilization of resources.

With the Return Goods module, you can easily initiate return requests and store all information in one central location within the SERTICA system, creating a convenient and organized database for future reference and analysis.

The module ensures that returned items are correctly categorized, assessed for eligibility, and routed to the appropriate channels, such as repairs, replacements, or refunds. And it enables teams to track, assess, and process returns with accuracy and speed.

The Return Goods module allows you to keep a close eye on the progress of each return request. You can effortlessly track the status of returned goods, from initiation to final resolution, which ensures accountability throughout the whole process making it a seamless experience for all parties involved.

You can easily begin the return process by inserting essential information, such as reasons for return, quantity, condition of the goods, specific product details, and the original purchase data.

Benefits

- Change the status depending on which port you arrive at
- Traceability
- Gain control and track your return shipments
- Resource optimization

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Key features

- Manage return goods
- Monitor where you are in the process
- Make electronic requests to avoid e-mail correspondence
- Create new purchase order with ease

Risk Assessment

Ensure the safety of your crew by mitigating risks



The Risk Assessment module helps shipowners guarantee the health and safety of the crew on board their ships. Risk Assessment is a systematic way of minimizing risks by preventing them with control measures.

Register the risks involved with a job in SERTICA to ensure the safety of your crew. SERTICA gives you a risk index based on the severity and the probability of a risk. The risk matrix shows low, medium and high-risk jobs and determines the ways to mitigate the risks. Through preventive actions and required approval for high-risk jobs, you can minimize the risks involved in future jobs.

SERTICA gives you the safest way of doing a job by showing you the best working methods. SERTICA lets you identify the risks associated with each individual task and duty and can also be used for event reporting.

Benefits

- Minimize risks with risk assessment
- Better safety for your crew
- Easy access to the history of tasks

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Key features

- Risk assessment is an integrated part of the job process
- Approval flows are a requirement for jobs with high risk
- Risk assessment templates for different types of tasks

SERTICA App

Fast, flexible, and simple maintenance management



With the SERTICA App, You can create jobs from scratch or use templates for standard jobs. Each job has a short job description, including details about the related component and the latest feedback.

It enables document access, note-taking, time registration, spare part consumption logging, photo attachments, and measurements directly from your mobile device. Utilize QR and barcode scanning for efficient stock updates.

If several people are working on the same job, it is possible to see each other's remarks. If anything changes in your job list, you will be notified and asked to synchronize. This way, you are always working in the most updated version.

With the SERTICA Forms module, you can effortlessly create and submit forms from your mobile device without needing Word or Excel. Designed for both online and offline use, the app syncs with SERTICA once connected to the internet.

Benefits

- Simplify inventory management with QR code scanning.
- Fast and flexible maintenance management
- Increased productivity and efficiency
- Elimination of paper
- Making maintenance simple

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Key features

- Create and finalize jobs and forms
- Effortlessly view and access current, completed, and previously declined forms
- Update maintenance jobs in real-time
- Add or access documents and photos
- Scan QR codes and register used spare parts
- Add forms to your job
- Upload directly to SERTICA

SERTICA Connect

Easy exchange of data with external parties



Shipping companies can send requests for quotes to suppliers through SERTICA with an automatic notification. The suppliers need to log into SERTICA Connect to send the quote back to the shipping companies.

The shipping companies benefit from receiving the quote directly in SERTICA, where the prices can be used for comparison between different suppliers. Technical changes in the purchase order can be entered directly into SERTICA by storing all the data.

The supplier benefits from receiving requests for quotes electronically, being notified and quoting online. The suppliers even have the possibility of downloading the purchase order in a Microsoft Excel spreadsheet for easier processing in their own backend system.

This also eliminates the need to re-enter line items for the supplier.

Adding the Procurement integration to your SERTICA Connect gives you access to communicate directly with several maritime suppliers. The direct integration to your suppliers' order system enables the easy exchange of request for quotes, purchase orders and order confirmations in SERTICA Connect.

Benefits

- Save time and money
- Less manual typing with e-business
- Speed up procurement processes
- Reduce the workload

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Key features

- Web-based supplier portal
- Connect buyer and supplier in a one-to-one private communication
- Send requests for quotes to suppliers through SERTICA
- Easy conversion from quote to purchase
- Comparison of prices and quotes
- Automatic notification to suppliers
- Receive quotes directly in SERTICA

Supplier Qualifications

Perfect overview of the best suppliers and prices



The Supplier Qualifications module enables purchasers to enter information about suppliers in SERTICA. Examples of such information include prior negotiations and evaluations, quotes, orders, and delivery process evaluations. This allows and supports supplier classification. It is possible to generate reminders automatically if a delivery is received late.

Based on the supplier classification, you can easily see which supplier is best. You can use the information entered in SERTICA in negotiation situations, since you can easily show the suppliers' previous performance.

Benefits

- Perfect overview of the best suppliers
- Obtain better prices from your suppliers
- Use of only the best suppliers through supplier qualification
- Save costs with Supplier Qualifications

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Key features

- Enter supplier categorization information in SERTICA
- Measure suppliers on prior quotes, orders and deliveries
- Choose a supplier based on previous performance
- Evaluate and compare your suppliers
- Automatic reminder if a delivery is late

SYNC



Achieve stronger financial control through automation

The SYNC module synchronizes data between SERTICA and your ERP system, such as Microsoft Dynamics NAV, Microsoft Dynamics AX, SAP, J.D. Edwards, and other financial systems or other 3rd party systems like crewing, HR, data warehouse, etc.

SYNC recognizes that integrations between systems are typically very specific to the company and the systems in question. The module is designed to help shipping companies synchronize their master data with minimum effort.

By synchronizing with your shipping ERP system, you achieve stronger financial control with purchase orders in real time and constant access to invoice information.

It gives benefits such as an increased level of automation, automatic control, payment of invoices, stronger financial control, and real-time purchase orders.

The result is one shared data source for vendors, addresses, budgets, exchange rates, purchase orders, invoices, and other master data.

SYNC automatically imports currencies and exchange rates from your financial system to SERTICA. The interface is built to import exchange rates via XML in the format defined by the Danish National Bank and the ECB. This interface expects an endpoint web service and is an excellent light-weight seamless ready-to-use interface for currencies.

Benefits

- Increased level of automation
- Stronger financial control
- Streamlined purchasing process through automation

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Key features

- ERP interface for shipping
- Automatic control and payment of invoices
- Purchase orders available in real time
- One shared data source for vendors, exchange rates, invoices, and other master data
- Automatic import of currencies and exchange rates

Task List

Advanced planning and resource optimization



The Task List serves as the single place for getting an overview of all workflows in SERTICA, and for quickly locating specific items, e.g. purchase orders that need to be price approved before being sent to the supplier.

In the same way, a technical superintendent could look at the Task List node “Awaiting Technical Review” to see all current requisitions that need technical evaluation, before a quoting process or purchase process can be initiated.

It shows functional areas across the entire fleet, but it is also possible to narrow the view to a specific selection of units to match the individual user’s area of responsibility. This could be the status flow of an event report, document changes needed to be validated, invoices awaiting handling and much more.

This module is central in SERTICA since it shows all tasks in one overview. It provides all information for powerful and flexible management reporting for fleet managers and their departments (technical, procurement, and HSQE).

Benefits

- Maximize uptime
- Full access to all tasks
- Adjustable system fitting your company’s internal processes

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Key features

- Overview of tasks per vessel or fleet
- Comprehensive inventory management
- Customized task list to job function
- Optimize vessel maintenance management



Vetting

Optimize vettings and demonstrate compliance

The Vetting module helps the tanker industry improve its responses to observations made during a vetting inspection. Maintaining the data in SERTICA enables the optimization of future vetting because you can effectively take the correct measures and demonstrate compliance with the relevant requirements.

The module contains a web service, which can integrate with the OCIMF web services to retrieve findings related to a given vetting inspection. It enables you to react to follow-ups and remarks received during inspections. This enables you to improve responses to observations, remarks, and changes.

A positive rating in OCIMF is extremely important to the tanker industry. Integrate your SERTICA data with external parties such as OCIMF, SIRE and CDI to continuously register, act, track and report relevant information.

Combine this module with the Cause Analysis in SERTICA to investigate the cause of problems identified in relation to vetting.

Benefits

- Automatic import of findings and remarks
- Comparison of data from OCIMF and data registered in SERTICA

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Key features

- Complete history of all past vetting inspections
- Inspection status at both fleet and vessel level
- Register, act and track inspection findings, also per inspector
- Enter data from questionnaires automatically



***Digitalize* your fleet**

SERTICA is the ultimate all-in-one solution for ship management, providing digital tools for maintenance, procurement, HSQE, crewing, performance, vessel reporting and electronic logbooks.

Our software is developed in close co-operation with leading shipping companies worldwide and onboard more than 2000 ships. SERTICA allows ship operators to optimize performance, increase transparency and improve data management. But SERTICA is more than just software. We offer solid technological platforms with a proven track record complimented with proper training, implementation, project management, support and integration to third party software.

SERTICA is developed by RINA Digital Solutions headquartered in Aalborg in Denmark and supported by more than 200 offices in the world.

We believe in collaboration and partnership, and we know that the right support makes all the difference in the world. That is why we make it our business to go beyond what is expected.

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