Client:

**CARNIVAL** MARITIME
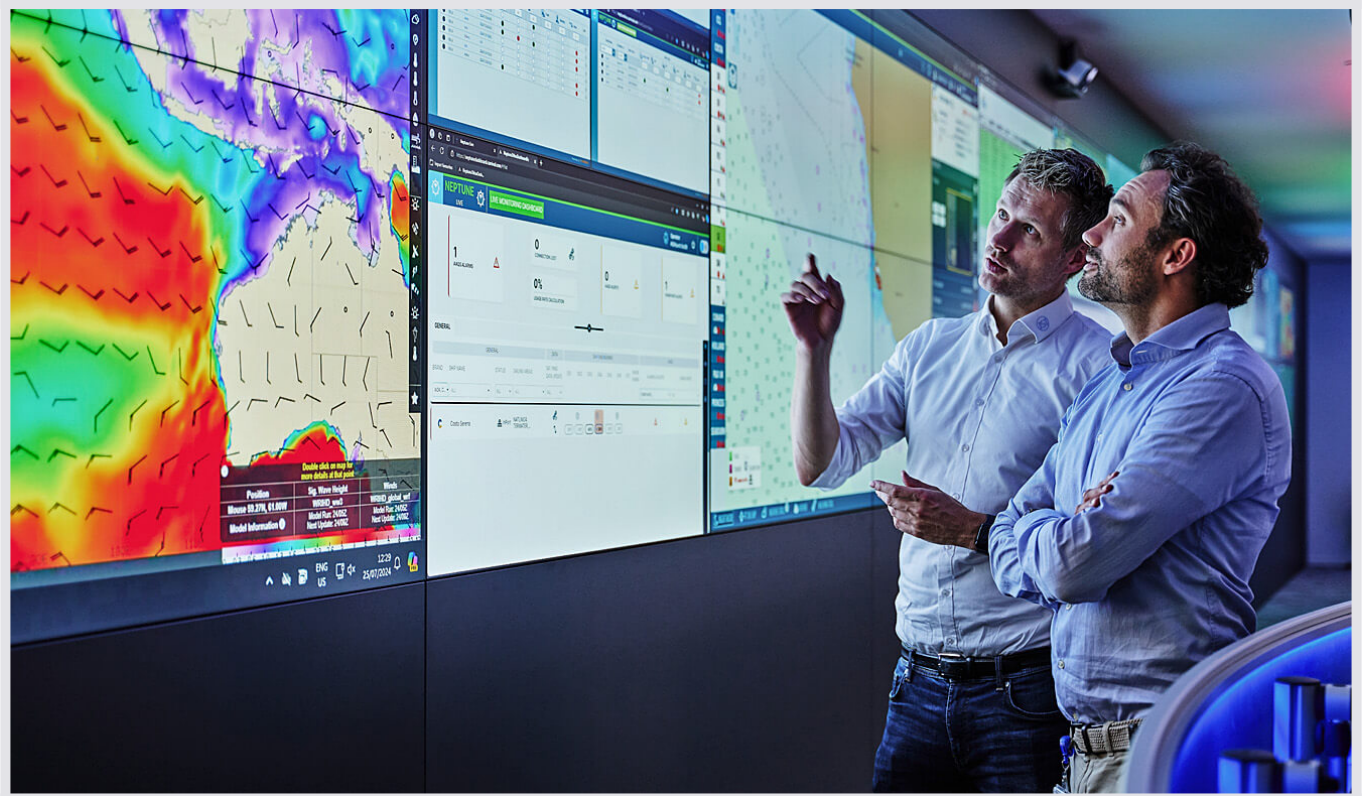
Kategorie: Traffic control center.

# Fleet Operations Center: New technologies are the basis for improved processes



JST control room: An exciting project. Adrian Graf Domaschke from the Carnival crew and Rafael Paltian (JST, left) adapted the hardware and software components precisely to the tasks in the Fleet Operations Center. The question "Where do we store the around four dozen 55-inch displays on site - in amongst the conversion phase?" was just one of the many challenges that were successfully solved during the installation.

They make up almost a third of the global cruise fleet. The more than 100 ships of AIDA Cruises and its sister companies have such illustrious names as AIDAcosma, Costa Smeralda, M/S Britannia or Queen Mary. Some of them offer space for more than 6,000 people. If there are delays or a major event awaits the arrivals when docking in the next port, the most beautiful time of the year quickly becomes a logistical challenge.

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## Continuous exchange with crew of the cruise ships

However, passengers on the floating vacation paradises are generally unaware of such obstacles. The superintendents of the FOC monitor and evaluate radar data, courses, speeds, positions and routes of the fleet day and night. For continuous communication with the ship's crew, Carnival Maritime's nautical experts in the high-tech control center in Hamburg have access to pioneering technologies from the JST control room specialists' portfolio.

## "Ensure that a plan B, C and D is immediately available"

"We have the best and most modern FOC here and can therefore offer an incredibly attractive workplace," says Adrian Graf Domaschke (Senior Manager Nautical Operations & Fleet Operations Center). His credo: "Our goal is to be able to offer the safest and most beautiful vacation. All our colleagues have been at sea as officers or captains so that they can really evaluate and assess the situation on board. We are there to ensure that a plan B, C and D is immediately available in case of doubt. The FOC is one of the pillars of the structure required for this.

## Unique look attracts a lot of media interest

With its huge video wall, ergonomic high-tech consoles and ultra-modern meeting rooms, the "Fleet Operations Center 2.0" attracted a great deal of media interest when it opened. However, it is not just the visual features that make this JST installation so unique, but in particular the technology behind it all. After the Jungmann team was responsible for the planning and installation of the first FOC in Hamburg a few years ago, Carnival Maritime also benefits from the know-how of the control room experts for the upgrade.

Virtual 360° tour of the Fleet Operations Center

## Greatest benefit is invisible at first glance

Technological progress is evident, for example, in the KVM system, JST MultiStreaming®, a network-based IP streaming solution. Adrian Graf Domaschke explains this in more detail: "We quickly realized that the new MultiStreaming product offers us significant advantages over the tried-and-tested, hardware-based MultiConsoling. There are the SplitScreens, for example. Our electronic nautical chart is not only available at the workstations, it can also be shared in our Emergency Response Center or we can work on it on the video wall across several monitors."

## Video wall becomes an indispensable tool

The experienced nautical engineer with a captain's license particularly appreciates the flexibility of the new equipment: "The video wall displays are integrated into the work areas of each employee. They serve as an extension of their own workplace. If we get really deep into individual scenarios, we need ten to 15 sources at the same time – then every superintendent can use the video wall directly. That's a huge advantage of the Jungmann system! We can expand our own workplace at any time. The video wall with all its possibilities is available as a fifth or sixth screen."

## JST TacticTable® delivers tangible advantages

Adrian Graf Domaschke is similarly positive about another technical highlight in the new FOC: the JST TacticTable®. The multifunctional situation table not only looks futuristic, it also provides tangible

advantages for the control room crew. "The special thing about the TacticTable is the way we can work with each other. We actively solve questions together. It really is a different feeling and a different outcome. Initially, we weren't really aware of the benefits, but the TacticTable has become extremely important in process development. Everyone can contribute, display own sources and work in the sources, so that in the end a complete overview for solving the problem is created."

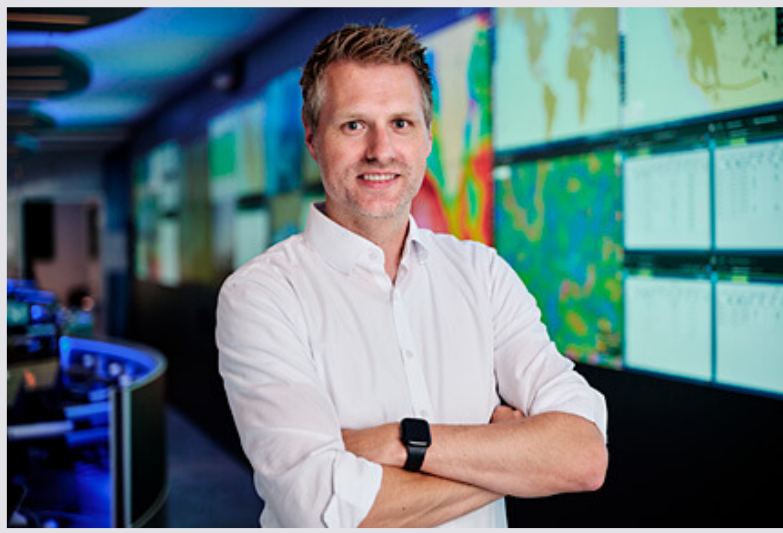## New options create improved processes

Over the past few years, the Hamburg cruise experts have gained extensive experience in crisis management for specific scenarios. Their requirements for equipping the new FOC were therefore clearly defined. For Senior Manager Graf Domaschke, one thing is certain: "If you want to invest in the future, „If you want to invest in the future, it makes sense to open up additional capabilities. And that's what we have with the new technology. The optimizations create new, improved processes. We don't run the risk of being subject to unwanted restrictions after just a short time."



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**Adrian Graf Domaschke**

Senior Manager Nautical Operations & FOC, Carnival Maritime

„At the beginning of the project, the control room management was planned via the MultiConsoling® system. However, the project managers realized during a workshop in our control room simulator that the KVM solution JST MultiStreaming® offers an even greater degree of flexibility via the network connection."

**Rafael Paltian**

Consultant JST – Jungmann Systemtechnik®



It's the combination that makes the difference! An experienced crew, supported by state-of-the-art technologies, ensures in Hamburg that the ships of Carnival Corporation's European cruise brands receive

https://www.jungmann.de/

> **the best possible support around the clock on the world's oceans. Representing an international team of nautical superintendents.**

**From left: Alessio Marinelli // Justus Eckardt // Mathias Sauter // Adrian Graf Domaschke // Rafael Paltian**

FOC Superintendent // Manager Nautical Operations & Projects // FOC Superintendent // Senior Manager // responsible JST consultant

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The components used in this project:

**DisplayWall** with special S-PVA panels for reliable 24/7 operation - optional with proactive alarm function

**myGUI**® **user interface** - in the intuitive 3D design of your control room for maximum user comfort

**Stratos X11**® **control room desk** – optional with height adjustment and proactive AlarmLight system

**24/7 Recaro operator chair** – optional with seat surface extension

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**Planning / 3D planning** – architecture, ergonomics and technology from a single hand

**JST TacticTable**® – interactive situation table with multi-touch screen

**OPAL X11**® **acoustic ceiling sail** – for optimization of sound level and lighting

**Surrounding furniture** – individually manufactured solutions "Made in Germany"

**AllMedia conference table system** – with multifunctional application possibilities

**Svenstol S5 control room chair** – for fatigue-free sitting in 24/7 operation

**JST MultiStreaming**® **solution** – network-based control room management for workstations, video walls and other systems

**Remote license** – access to worldwide target locations

**JST CommandPad**® – efficient system control at the touch of a finger

**AlarmLight** – safe, visual alarm detection

**Audio-System** – für akustische Signale und Alarmierungen

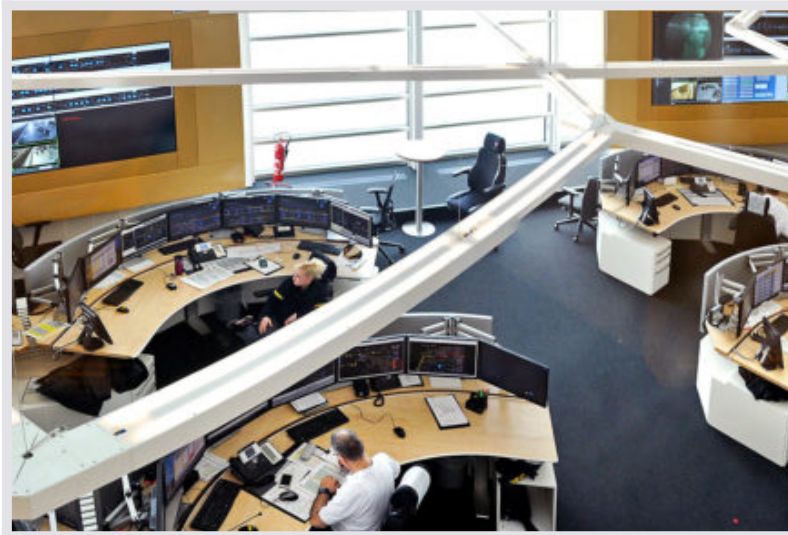**Service Level Agreement** – maximum availability for all processes

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