

# carus newsletter



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## Successful Pilot Go-Live of Carus Onboard in Trasmediterranea



# Trasmediterranea Successful Go-Live!



At the beginning of December 2018, the new **Carus ePoS system on board** was implemented on board **Trasmediterranea's** Ciudad de Ibiza ferry as the live pilot vessel. In the words of Juan Manuel Caballero, **CIO of Trasmediterranea**, it was 'a complete success!'

In early December, final testing was carried out to see how the system would work in a live environment on the **Ciudad de Ibiza** with a full passenger quota.

**Juan Manuel Caballero, CIO and CTO of Trasmediterranea**, and **Eduarne Amestoy, Head of Onboard**, spent 4 days in mid December at the **Carus** headquarters in Mariehamn, Åland, meeting with the **Carus** team to carefully plan the rollout of the solution across **Trasmediterranea's** entire fleet following the successful live pilot.

As a result we are now able to say that **Trasmediterranea** has arguably the best and most reliable ePoS and onboard sales solution in the world for the passenger ferry sector.

**Juan Manuel Caballero, CIO and CTO of Trasmediterranea**, said: "We have put our knowledge and experience into building the best in class Hotel Management System for ferry and cruise in the market. This has been more than one year working with CARUS in order to have a smart POS and Hotel Management system that can cover the full passenger travel experience. CARUS POS allows us to manage our passengers' needs from a 360° view".

**John Bertell, Sales Director for Carus**, added: "Not every ePoS solution can be applied to a ferry environment. We have to consider the variations

*in taxation, currencies and legal requirements of an off-shore operation as well as the limitations in network connectivity, and latency and the stress on hardware caused by variations in electrical currents and vibrations. We are very happy to say that our solution has proved to be extremely robust and ferry-savvy".*

**Jose Rodriguez, Carus Spain Representative**, affirms, "It is an honor, after so much effort, to work with the largest ferry group in Spain on this project. We are more than excited to continue seeing our product being rolled out across the whole fleet."

For his part, **Anders Rundberg CEO of Carus**, said "It is always exciting to see the solution that we have worked so hard to develop come to practical use, to see how it can increase the efficiency and the customer services onboard, and at the same time give the operator full control over their onboard operation from the shore office".

He ends by saying: "I am especially happy to hear the feedback from the crew, the end users for whom this will become their everyday work tool. It is really satisfying to hear how much they appreciate the new solution".



**Trasmediterránea**

Juan Manuel Caballero  
CIO & CTO

*"We have put our knowledge and experience into building the best in class Hotel Management System for ferry and cruise in the market. This has been more than one year working with CARUS in order to have a smart POS and Hotel Management system that can cover the full passenger travel experience. CARUS POS allows us to manage our passengers' needs from a 360° view".*



**John Bertell** Sales Director of Carus, **Edurne Amestoy** Head of Onboard of Trasmediterranea, **Anders Rundberg** CEO of Carus, **Juan Manuel Caballero** CIO&CTO of Trasmediterranea, and **Jose Rodríguez** Carus Spain Representative.



# Trasme visit to Åland!

The representatives of **Compañía Trasmediterranea**, together with the **Carus** team, undertook the **Rollout** definition work, during several days in **Mariehamn**, Åland Islands.

During the past 10 to 14 December, **Juan Manuel Caballero** CIO and CTO of Trasmediterranea, and **Edurne Amestoy** Head of Onboard, traveled to the **Carus** headquarters in **Mariehamn**, in the Baltic archipelago of **Åland**.

In those days, meetings were held with the **Carus** team, with the purpose of defining the **Rollout** of the solution, progressively throughout **Trasmediterranea's** fleet. The idea is to be able to start up the implementation of the **ePoS** in each vessel of the fleet as soon as possible, after the success obtained in the last tests carried out in the ferry **Ciudad de Ibiza**, with the **Pilot Go-Live**.





Images of the visit of the **Trasmediterranea** delegates to the **Carus** headquarters in Mariehamn (Åland).





# Find IT for the Ferry industry

## Ask our Sales Team:



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## Innovative Ferry Solutions

Carus offers specialized IT solution services for ferry operators catering for Reservation and Departure Control, Booking, Check-In and Onboard for ferry and cruise. With Expertise in Sales Systems, Commerce, Travel and Transport booking, Carus will help you to make your business processes and your IT maintenance efficient and help you to get the right information at the right time out of your systems.



# Season's Greetings



*Aland Islands*  
*Carus Heritage and Home Port*

from your friends at  
**carus**





# New and Innovative **Carus Travel App**

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