

carus monthly newsletter

SPECIAL EDITION

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Carus first
CarRes + Winpos
implementation
fully done in the
Covid-era

Smyril Line: Carus first CarRes + Winpos implementation **fully done in the Covid-era**

Carus delivers POS solution to **Smyril Line** in the Faroe Islands

Smyril Line was established in 1982 and has become a reputable shipping company linking the North Atlantic and continental Europe. Since 2003 the M/S Norrøna has been servicing the route. It has a capacity of 1,482 passengers and 800 cars.

Smyril Line's Headquarters are in **Tórshavn —Faroe Islands**, and they have offices in Iceland, Germany and Denmark. Smyril Line also co-operates with agents throughout Europe and the rest of the world.



Smyril Line has chosen the best for their business and has selected Carus to deliver their new onboard point of sale solution. This has been delivered and taken in use in a remotely managed project.

Smyril Line has installed 24 point of sale units throughout their ship and will use the POS mobile app for stock-handling, orders and inventory. The POS solution from Carus provides the ferry line with real-time management of their entire retail and restaurant inventory.

Carus has delivered this project including both hardware and software.

"The power of the POS solution from Carus is its ability to handle multiple sales channels. Whether it's the bar, the restaurant, the cafeteria or the

tax-free shop, it's all handled in the one system making it seamless across the business."

–Fredrik Ornstein, COO, Carus.

"We are replacing a system that was not built for a ferry operation with the POS solution from Carus, which feels really great as the system is already in use on many ships."

–Eyðun Hentze Højgaard, Director of Digital Business and IT, Smyril Line.

Carus delivered the solution in parallel with the Implementation of Carus reservation system.

Since the whole Implementation was done during the Covid pandemic, both these projects were done remotely as a cooperation between Carus teams in Denmark, Sweden and Finland.

It is very important to understand the ferry business to be able to build a system that will work onboard. The team behind the POS solution from Carus has onboard operations in its DNA, since many of the developers and solution experts have worked in the industry for decades. This is clearly seen in the development of such functionality as the leg/route statistics and port supply-chain order handling, as well as the crew sales management.

"The Carus team really understands what we need and can deliver this using their standard solution. This is something we have not found elsewhere."

–Lasse K. Breckmann, Onboard Services Manager, Smyril Line.

"This project feels great and there is a lot of positive energy. We really understand each other, and it is good to work with Smyril Line again; back in 2003 I installed Smyril lines ship M/S Norrøna's first point of sale system! It's remarkable to see the evolution of the POS solutions."

–Fredrik Berglund, Senior POS Consultant, Carus.



Find IT for the Ferry industry



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