

Information & Communication

PLANNING & FORECASTING

When dealing with operations in the maritime industry, reliable, up-to-date information on the expected arrival times and locations of ships within the port of Rotterdam (or other ports) is of the utmost importance. This information is essential for (resource) planning for agents, terminals, suppliers, port officials, maintenance firms, bunker suppliers and others. Gathering this information is a difficult and frequently time-consuming job.

24 hours a day and 7 days a week our ship reporting department serves our clients with actual information on ship movements by telephone, fax, e-mail or through internet solutions. Royal Dirkzwager continually monitors and combines information flows. Our ShipInfo and ShipReporting Internet platforms provide clients with real-time ship movement information within the North-West European ports including the vessel characteristics. The PortCall Internet application is an indispensable tool for shipping agents.

BUSINESS INTELLIGENCE

Royal Dirkzwager gathers and stores data of each ship that enters or leaves the port of Rotterdam. This basic data consists of e.g.: ship's name, IMO number, ship type, nationality and management. Basic movement information such as arrival time, last port of call, berth and agent is also available. Royal Dirkzwager stores this data in a central database called DataDirk, sometimes referred to as the 'heartbeat' of the New Waterway. Our customers can specify their own 'customised information overviews' which can consist of up to 60 different search parameters. These analyses can be used for research and/or marketing purposes.

SAFETY & SECURITY

Our Worldwide Alert and After Office services handle messages for which we can act as a focal point or relay station for owners, vessels and third parties.

In relation with Radio Holland we can even offer a total solution to the shipping industry

- Royal Dirkzwager offers the possibility to receive alarms for customers via our Communication department and takes care of informing the CSO's (Company Security Officers) and/or flag states. Procedures for this will be agreed upon beforehand with the customers. This way, it is no longer necessary for ship owners to have their own 24-hour control/emergency room.
- Radio Holland takes care of the installation of the hardware onboard of ships and can also provide a monitoring and tracking system, with which it is possible to follow your own ships worldwide on an electronic chart via a web application called Ship@Sight.

ISPS Announcement

Together with a selection of agents, terminals, ship suppliers and maritime service companies we developed a web based application in order to standardise the visitors announcements.

MESSAGING

Dirkzwager offers clients an Internet based Mail System for communicating with vessels at sea and/or other parties involved which can be installed at the office and even at home. The rental of mobile telephones completes our 24 / 7 communication services. SMS products are recently added to this service, but they are always in combination with high end products such as ShipInfo en ShipReporting.