

where your data matters

Customer
Case Study

Delivering consistent, reliable servicing to Peel Ports Group via an SLA

A large, green industrial crane structure stands over a harbor. In the foreground, several boats are docked, including a prominent white and blue boat. In the background, there are brick buildings and a large white warehouse-like structure. The sky is blue with some light clouds.

Peel Ports are one of the largest port group in the UK and safely handle over 70 million tonnes of cargo from around the world each year. In 2021 Peel Ports signed a Service Level Agreement (SLA) with OceanWise which delivers consistent, reliable servicing and maintenance to the wide variety of environmental monitoring systems and sensors that Peel Ports have in place across all Peel Ports sites.

The project file

The Need

The Peel Ports Group is made up of 7 strategically located ports across the UK and Ireland stretching from Clydeport in Scotland down to London Medway in the Southeast. At each of these sites is a variety of systems and sensors delivering real-time environmental data for key port operations including pilotage, vessel management and hydrographic surveys. As well as providing historical data records for environmental impact studies and analysis.

Peel Ports recognised that waiting until there is a problem was no longer an option and they need a more proactive approach to their servicing and maintenance. In 2021 they contracted **OceanWise** to deliver a systemised plan under a Service Level Agreement (SLA) which would bring a multitude of benefits to the business including fewer unexpected failures, less data outages and improved confidence which supports their situational awareness and decision making.

Importantly, they needed a supplier they trusted to deliver *'technical management of outages, strategic spares and fault finding'*. They needed reliable support within their prescribed response parameters.

Our Solution

Using experienced engineers, **OceanWise** delivers annual servicing and maintenance to Peel Ports as well as emergency call outs and out of hours remote support.

Our unique experience with environmental monitoring systems and sensors allows us to diagnose any existing issues quickly, spot potential future problems and ensure Peel Ports data is delivered to those who need it, when they need it. By maintaining, testing and servicing the equipment, we are able to extend its lifetime and improve the return on investment for this important customer.

“We have enjoyed working with Peel Ports for the last ten years and had already built up an excellent working relationship. The delivery of an SLA was a natural extension to the work that we’re delivering and allows us to ensure that their systems stay reliable, and their data is protected from the ground up.”

Caroline Levey OceanWise Managing Director



“Thanks team, great work, this is exactly what our SLA was supposed to deliver with a proactive approach.”

*Russell Bird,
Peel Ports Group Hydrographer*



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