

Oceans HQ

SERVICE DEFINITION

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Oceans HQ Overview

Global Technology Solutions for Maritime Administrations

The Oceans HQ Platform is a cloud-native SaaS solution for Maritime Administrations and Ship Registries who want to digitally register vessels, conduct inspections, manage seafarer certifications, provide online services and manage payments.

Modules include Identity, Vessel HQ, Seafarer HQ and Frontier delivered with online portals, high availability features and verification of certificates via QR codes included.

It is designed for Maritime Administrations and Flag States, enabling them to streamline operations and meet obligations under conventions like International Maritime Organisation (IMO), Standards of Training, Certification and Watchkeeping for Seafarers (STCW), and Maritime Labour Convention (MLC).



Vessel HQ - for vessel registration and management

Key features include:

- Register of vessels, owners and managers
- Maintain a permanent record of all changes
- Access real time statistics and performance data for the registered fleet
- Centralised tool for scheduling and tracking surveys and inspections
- Manage deficiencies, certificate expirations, issue reports and log incidents and detentions
- Generate certificates and client correspondence
- Certificates include QR codes for instant authenticity checks by PSC officers and other authorities
- Sanctions functionality to identify problematic vessels so action can be taken
- Supports client to meet obligations under IMO and MLC conventions & III Code

SeafarerHQ - for management of seafarer certification and documentation

Key features include:

- Handles applications and issuance of documentation such as: Endorsements, Discharge Books, Boatmaster Licences, Ship's Cook Certificates
- Supports both STCW and non-STCW certifications
- Self-service access for seafarer agents to: submit applications, upload documents, track application status and make online payments
- Complies with International Standards as set by the STCW convention
- Certificates include QR codes for instant authenticity checks by PSC officers and other authorities
- Provides real time access to statistics and trends in seafarer certification
- Maintains a secure, confidential database of all seafarer records

Frontier - for self-service capabilities for customers of flag states

All customers receive access to the vessel QR code certificate validator for instant authenticity checks by PSC officers and other authorities.

Optional features include:

- Allows customers to apply to register vessels, purchase transcripts, renew registrations, pay invoices, check vessel name availability, and more
- Supports instant payments
- Customers and staff receive instant updates on submissions



Digital Signing - for digital signing of certificates

This is an optional service.

This provides our clients with secure, trusted documentation. Using GlobalSign each certificate is digitally signed which proves that it has not been tampered with; and it gives port authorities, inspectors, and third parties confidence in its authenticity.

This reduces risk of fraud, speeds up regulatory checks, and removes reliance on paper-based processes. Overall, digital certificates enhance trust, efficiency, and global acceptance, helping registries operate more professionally and securely while reducing administrative overhead.

Features & Functionality



Registration

Vessel registration workflow and information, mortgage management, certificate production.



Reporting

Comprehensive standard reports on key statistics for internal/external reporting, management dashboards.



Survey

Inspection scheduling and recording, deficiency reporting, certification, incident reporting, certificate production.



Seafarer Management

Application management, certificate production.



Digital Certification

Digital signatures, validation, unique tracking references and QR Codes.



Document Management

Document workflow, audit, storage, remote access.



Financial Transactions

Fee and invoices management, financial reporting.

Benefits

- ✓ Centralises all key registry data
- ✓ Improves customer service e.g. registration turnaround times
- ✓ Reduces data duplication and improves data accuracy
- ✓ Convention based certificates
- ✓ Reduces certificate errors
- ✓ Digital Certification services to IMO guidelines
- ✓ Online Services for your registry customers and increased customer engagement
- ✓ Improves overall productivity and reduces costs
- ✓ Faster and more accurate reporting for e.g. IMO and STCW and flag state audits
- ✓ Access to improved Registry Management Information
- ✓ Comprehensive auditing throughout - access to audit information
- ✓ 24/7/365 availability
- ✓ Secure front and back office

Why work with PDMS?

PDMS has over 20 years' experience of working with International Ship Registries. We have ship registry experience and domain knowledgeable staff across all our solution delivery services.





Using the Service - Onboarding

Ordering and Invoicing

Requests for more information or to place an order for our OHQ service, contact PDMS on sales@pdms.com.

We would propose arranging a meeting to find out more about your precise requirements and answer any specific questions you may have. If required, we are also happy to provide an additional detailed proposal which will cover the specific deliverables, approach, timelines etc.

Should we then progress to the order stage, the GCloud call off contract would be signed by both parties. Depending on the solution or service we are delivering, we will also provide a Statement of Work(s) which clearly defines the project deliverables and ensures that we are both fully aligned in terms of the approach and the outcomes.

The minimum contract period is typically 1 year and commences following UAT handover, subject to contract agreements.

Once we have a more detailed understanding of your specific requirements, we can provide a detailed cost breakdown which is usually on a Time and Materials basis. We can also provide Fixed Price quotes depending on the project deliverables.

- Time & Materials services will be invoiced monthly in arrears.
- Fixed Price projects payment milestones will be discussed and agreed as part of our onboarding process.
- Recurring fees will be invoiced annually in advance.

Use of the service is subject to the PDMS Terms & Conditions and any terms outlined in the Call Off Contract.

Pricing Overview

You can find pricing information in the Oceans HQ Cloud Pricing Document and the PDMS Rate Card.





Business Continuity

PDMS has a robust set of policies and procedures, which form part of an overall Business Continuity and Disaster Recovery Framework to ensure that PDMS is able to provide services to its customers during, and after, significant events that can occur from time-to-time. These policies and procedures form part of PDMS' ISO 27001 and ISO 9001 certified management systems, and as such are externally audited to validate their appropriateness and effectiveness.

PDMS' general approach to business continuity is to ensure that there are no single points of failure within any part of the business.

We can provide copies of the various policies and procedures that relate to Business Continuity on request.

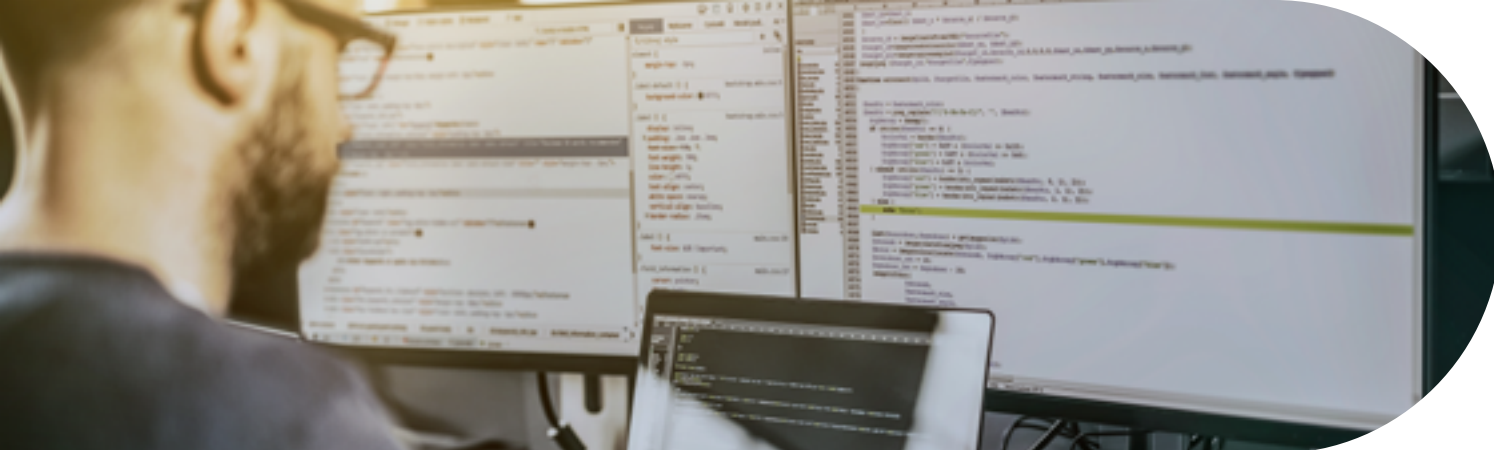
Data Protection

PDMS has a dedicated, qualified Data Protection Officer who is responsible for overseeing data protection across the organisation. PDMS has a Data Protection Policy that details how PDMS and our staff will conform to the requirements of the applicable Data Protection Legislation.

The Data Protection Officer provides support and advice to each department and ensures ongoing compliance with the legislative requirements through auditing each department. These audits cover all aspects of data protection from collection through to disposal, ensuring that we correctly follow the identified requirements.

PDMS will also, in conjunction with our customers as the Data Controller, provide assistance for any required Data Protection Impact Assessments as part of our services and solutions, which may identify any controls needed that are over and above the standard provision.





Support

We have a dedicated support team providing support for the solutions we have developed. We will agree a support service that meets your specific needs as part of our implementation plan and we provide a support and management contract which outlines our support commitments.

We have a number of channels for reporting support cases including an online system to record, manage and monitor the progress of individual support cases.

PDMS will work with you to identify suitable KPIs for ongoing monitoring to demonstrate adherence to agreed service levels. These will be included within regular project service reports. An example of a typical response time KPI is as follows:

Target achievement of SLA response times	P1 (High): Response within 1 working hour; resolution within 4 working hours.	>95%
	P2 (Medium): Response within 4 working hours; resolution within 2 working days.	
	P3 (Low): Response within 2 working days; resolution within 5 working days.	

Account Management

We assign a dedicated Account Manager to all our customers. Our Account Managers, together with our Product Manager, are a main point of contact for our customers. They are responsible for contract management and any account queries that you may have over the course of the contract. They will proactively support you to ensure that our services and solutions are delivering the best possible outcomes for your organisation.





About PDMS

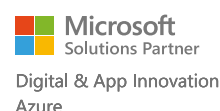
PDMS is a technology company specialising in software development and digital services. With a unique blend of software engineering excellence and creative digital design, we prioritise user-centric solutions. From analysis to ongoing support, we guide clients through every stage of their digital journey.

Our team consists entirely of full-time employees who are committed to continuous learning and skills development. Each member undergoes BPSS checks, with the majority holding SC security level clearance. Our diverse team brings expertise in project management, business analysis, UX design, software development, testing and infrastructure support.

We prioritise customer success, fostering long-term relationships - working with over half of our clients for a decade or more.

With three decades of industry experience, we've honed our understanding of the unique challenges, pressures, and opportunities encountered by the public sector in harnessing technology for maximum impact. Passionate about leveraging technology for tangible outcomes, our digital projects have saved millions, benefiting both public and private sectors while reducing environmental impact and enhancing productivity and customer service.

Accreditations



Memberships





Social Value

Right from the outset, giving back to our local communities has always been important to PDMS. We do this in many ways including fundraising activities undertaken by our generous and enthusiastic staff, corporate charitable donations to local, national and international causes and providing services in kind - for example, a new website for a sporting club or a database for a wildlife charity.

However, what we are most proud of is the time that our team generously gives up to support many community charities and organisations - particularly those that focus on young people. We provide mentors to schools and students, support the work of Junior Achievement and help to broaden the horizons of young people, especially young girls, when it comes to career opportunities in tech. We've welcomed hundreds of students on work experience, placements and apprenticeships over the years and have loved helping young people to learn more about the world of work and grow in confidence.

We want to play our part in protecting our environment too. Our ISO14001 accreditation, is helping us to measure and minimise our impact.

PDMS has committed to achieving Net Zero and has pledged not only to take action to measure, reduce and offset its carbon footprint but to also champion environmental protection within all spheres of influence including biodiversity.

When awarded contracts to undertake work as part of the GCloud framework, we will discuss with the buyer appropriate levels of social value that we could offer that are aligned with the buyer's social value objectives, we also liaise with the relevant buyer project team to see how we can develop and maintain skills as part of any contract. We will look to support the buyer's own social value framework by offering work careers support, mentoring and supporting charities that help women and young girls to progress a career in tech, STEM ambassadors etc.

We regularly take on apprentices across different technical roles and 17% of our current development team started as apprentices.

We will pro-actively seek to openly share our knowledge/ expertise by providing online 'lunch and learn' training sessions on accessibility, agile delivery and UX design. Examples include work experience placements, careers talks & mentoring, diversity & inclusion initiatives and supporting the development of digital skills.

Our areas of social value focus are:



We will provide regular updates on how we are performing in relation to our social value commitments as part of our regular Account Management meetings and will provide an annual report detailing the activities undertaken which have been attributed to a buyer's specific contract and the impact delivered.



Our Clients





Virgin Islands Shipping Registry

Challenges

Following its designation as a Red Ensign Category 1 member, the registry identified the need for a more modern and capable platform. Their legacy systems were no longer fit for purpose and did not meet international standards so they needed a digital solution to uphold service excellence and support their continued growth.

Benefits and outcomes



Significantly improved operational efficiency, with considerable time savings



Futureproof digital solution that aligns with growth ambitions and commitment to service excellence



Improved decision making due to better access to live data anywhere in the world



Strengthened resilience, particularly in the wake of two hurricanes where data was preserved



Cloud-based system enables the registry to meet international obligations





Gibraltar Maritime Administration (GMA)

Challenges

Most of the GMA records were paper-based which presented several operational and technological challenges, particularly in line with increased IMO and III Code requirements. With fragmented information, managing and retrieving data for audits became time-consuming and the lack of remote access impacted staff working remotely or travelling abroad.

Benefits and outcomes



Streamlined operations,
reducing duplication and
improving efficiencies



Improved remote collaboration
across multiple departments
and locations



Increased customer
satisfaction levels



Greater reliability of data, with
strong support and minimal
downtime



Environmentally friendly
solution with documents
submitted electronically





Contact Details

 pdms.com
 twitter.com/pdms
 facebook.com/pdmsgroup
 linkedin.com/company/pdms
 sales@pdms.com
 +44 1624 664 000

Isle of Man Office
Global House
Isle of Man Business Park
Cooil Road
Isle of Man
IM2 2QZ

Glasgow Office
Unit 5000, Academy Park
Gower Street
Glasgow
Scotland
G51 1PR