

# MARIS Ship Registry

## SERVICE DEFINITION

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# Contents

|                                               |    |
|-----------------------------------------------|----|
| <b>MARIS Solution Framework Overview</b>      | 3  |
| What we can offer                             | 4  |
| Features & Functionality                      | 5  |
| Benefits                                      | 6  |
| Why work with PDMS?                           | 6  |
| <b>Approach to Delivery</b>                   | 7  |
| Agile development – testing and learning      | 7  |
| <b>Accessibility</b>                          | 8  |
| <b>Using the Service - Onboarding</b>         | 9  |
| Ordering and Invoicing                        | 9  |
| Pricing Overview                              | 9  |
| Availability of Trial Service                 | 9  |
| Implementation Plan                           | 10 |
| Offboarding                                   | 10 |
| Termination Process                           | 10 |
| Training                                      | 10 |
| <b>Data Security</b>                          | 11 |
| Data Back Up & Restoration                    | 11 |
| Business Continuity                           | 12 |
| Data Protection                               | 12 |
| <b>Support</b>                                | 13 |
| Account Management                            | 13 |
| <b>About PDMS</b>                             | 14 |
| Accreditations                                | 14 |
| Social Value                                  | 15 |
| Our clients                                   | 16 |
| Case Study: Isle of Man Ship Registry (IOMSR) | 17 |
| Case Study: Bahamas Maritime Authority (BMA)  | 18 |
| <b>Contact Details</b>                        | 19 |



# MARIS Solution Framework Overview

**MARIS is an enterprise, browser-based online system covering all the key business functions of a ship registry.**

Services include: vessel management, inspections and surveys; seafarer management and digital certification. These services are supported by workflow management; document management; financial fees & invoicing; reporting; digital certification. The offering also includes online and offline service options.

Already in use by four of the world's leading international ship registries, MARIS is both a solution

framework and a service which has been designed to manage all of the key business functions of an International Ship Registry. The system has been demonstrated to boost efficiency, reduce costs and provide a superior service to customers and stakeholders, whilst helping them meet international IMO, PSC, STCW, ILO and MLC international requirements.



The **MARIS solution framework** comprises key functional areas:

- 1 **Registry** – covers all vessel registration processes and digital certifications
- 2 **Survey** – covers recording of all survey data, certification and performance monitoring
- 3 **Seafarers** – covers all seafarer details and digital STCW certifications
- 4 **Digital Certifications & Digital Signing** – all certificates can be created digitally, signed and authenticated
- 5 **Online Services** – configurable and/or customisable online services capabilities

These core/key functional areas are also complemented by other important features, such as:

- Reporting (including PowerBI integration)
- Financial Processes Management
- Document Management
- Data Migration
- Workflows
- Online Certification Validation

## What we can offer

Our MARIS service offering includes further capabilities, that can be tailored to your requirements, which include:



### Additional Customisations

Development of unique features or services



### Consultancy Services

From our wealth of experience we can guide you in exploring and implementing new Registry services and innovative technologies



### Managed Service

Software Support & modern secure and resilient managed Hosting services covers all vessel registration processes and digital certifications



### Support Services

Flexible options for software support & enhanced maintenance

# 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



## Online Services

Seafarer applications, access to vessel data, certificates and audit data



## Survey

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



## Workflow

Automatic notifications, task management and workflow, reminders, automated/system generated emails etc.



## GDPR Compliant

Meets GDPR requirements for data storage and retention



## Seafarer Management

Application management, certificate production



## Document Management

Document workflow, audit, storage, remote access



## Digital Certification

Digital signatures, validation, unique tracking references and QR Codes



## Financial Transactions

Fee and invoices management, financial reporting



## Print Management

Document printing across multiple locations and print outputs



## Personalised Home Screens

Helping staff to identify outstanding tasks

# 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
- ✓ Option for offline global access including synchronisation
- ✓ 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 and providing MARIS framework-based solutions. We have ship registry experience and domain knowledgeable staff across all our solution delivery services.





# Approach to Delivery

## Agile development – testing and learning

- Short Sprints to test and validate the outcomes and determine the requirements for the next sprint
- Frequent measuring and reporting of progress against roadmap to ensure meeting the project outcomes
- Experienced agile team with an established process
- Inception Workshops
- Daily Scrums
- Sprint Reviews
- Sprint Retrospectives



Following core principles for agile:





# Accessibility

Accessibility is a core principle which is considered throughout our software and solution delivery process. The UK's Public Sector Bodies Accessibility Regulations 2018 stipulates that all digital services should comply to WCAG 2.2 AA level, and all sites and services PDMS develops are tested against these criteria. As well as providing for accessibility and inclusivity, designing, developing and testing websites against WCAG 2.2 also has significant benefits to the search engine performance, mobile-friendliness and overall usability of a website or service.

We use a combination of automated testing, manual testing and testing with assistive technology such as screen readers, to make sure our systems and websites comply with WCAG. We will also draft and publish accessibility statements. In line with UK Government advisory, PDMS recommends periodic review of accessibility due to ongoing content changes. We are also able to provide 'experts by experience' testing by arrangement which involves inviting users with a range of disabilities to test the website and feedback on improvements.





# Using the Service - Onboarding

## Ordering and Invoicing

Requests for more information or to place an order for our MARIS service, contact PDMS on [sales@pdms.com](mailto: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 MARIS Pricing Document and the PDMS Rate Card.

## Availability of Trial Service

Given the nature of the service being provided, a trial service isn't available. However, we are happy to provide a demonstration of the core MARIS platform if you wish to find out more.

For bespoke or customisation requirements, we would recommend workshop(s) with our team to help understand your requirements and advise on the most appropriate next steps.



# Implementation Plan

We will hold a number of briefing calls as part of our onboarding process where we will ensure that we have a shared understanding of the project outcomes, the broader project context and to establish agreed ways of working.

As part of our onboarding process, we will provide an implementation plan that will cover the following:

- Project Overview covering objectives and scope
- Project Roles & Responsibilities for stakeholders and key team members
- Project Delivery methodology e.g. Agile, Waterfall
- High level Project Timeline with major milestones etc.
- Risk Management to identify and mitigate any potential risks
- Change Management procedures
- Communication Plan, including channels, frequency and format
- High Level Technical approach
- Hosting (if applicable)
- Documentation and knowledge transfer
- Go-Live
- Post go-live processes such as support and system enhancements

## Offboarding

We will agree an offboarding process which will include details of the data that will be provided, the format, any relevant documentation and details of how knowledge and learning can be handed back over to the organisations. Depending on the specific tasks related to offboarding at the end of a contract, there may be additional costs.

## Training

PDMS provides training for our services and solutions in a variety of different ways. We will outline and provide costs for an agreed training plan and knowledge transfer as part of our onboarding process.

We offer several different training approaches including:

- Workshops and training sessions – in person or online
- User guides – including online wikis
- Online video tutorials and how to guides – for self-paced training or as refresher materials

We can also provide in-depth training to “Super-Users” of the solution to support a “train the trainer” approach.

## Termination Process

Our terms and conditions are tailored to meet the nature of the specific solution, project or service we are delivering to ensure that it best meets our client's objectives. The specific terms relating to contract termination would be agreed as part of the contract award and onboarding process and form part of our final Call-Off contract.

Our standard termination clause, without cause requires 3 months' notice of termination.





## Data Security

PDMS is certified to ISO/IEC 27001, the internationally recognised standard for Information Security Management and is certified under the Cyber Essentials Plus scheme.

In the Isle of Man, the Data Protection Act 2018 makes provisions for the regulation of the processing of information relating to individuals.

The Data Protection (Implementation of GDPR) Order 2018 gives effect in the Island to EU Directive 2016/79 of the European Parliament (General Data Protection Regulation).



## Data Back Up & Restoration

PDMS understands the requirements and the comfort that is brought about by backing data up. PDMS has exceedingly high levels of uptime, resilience and redundancy although there are still occasions where data will need to be restored to a previous date.

PDMS has therefore built a backup system which provides continuous recovery points for the data underlying the systems that we have developed. These backups are written to online storage for quick recovery and also regularly taken to tape so as to provide a point in time archive.

The underlying database engine allows point in time recovery, giving an RPO of near zero in the case of data corruption. In the unlikely event of a total system failure, our combination of backup strategies (including transactional data backups every 4 hours) supports an RPO maximum of 4 hours.

We perform periodic testing of the backup archives to ensure integrity of the data and restore capabilities.





## 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.

This ethos means that we make use of multiple, geographical diverse, tier 3+ datacentres to house all of our business-critical data processing units. Our systems are setup in such a way that should a single datacentre fail then customers and PDMS staff should see no loss of service. Should an incident occur then the system will automatically fail over to the other data centre for the provision of services.

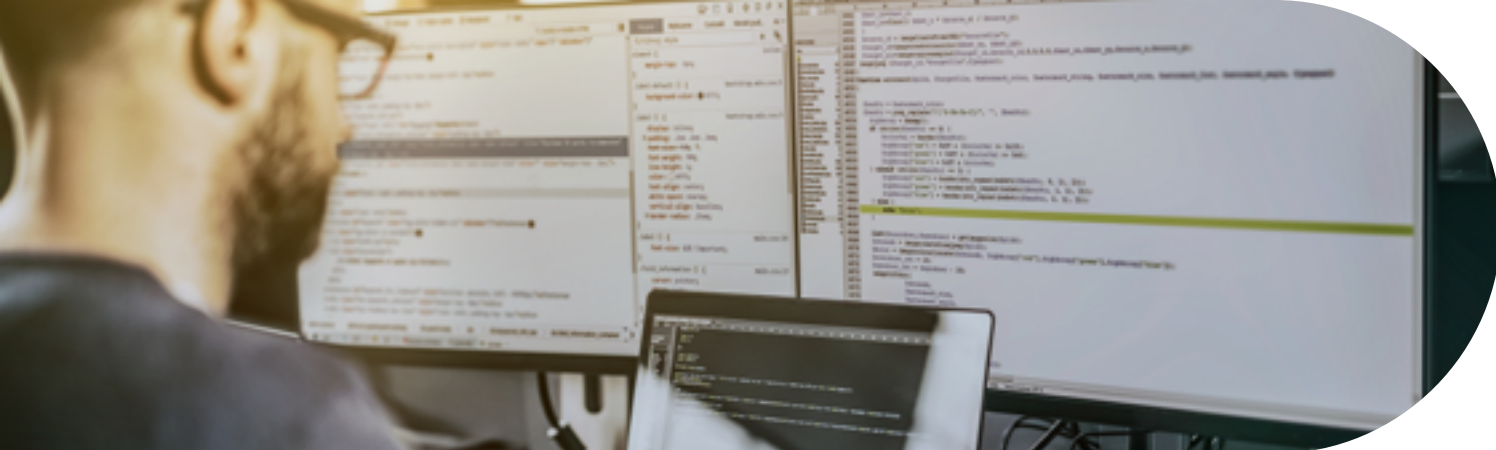
We can provide copies of the various policies and procedures that relate to Business Continuity on request.

## 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.

Support is typically available during office hours but can be extended to provide 24/7 coverage if required.

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 | <b>P1 (High):</b> Response within 1 working hour; resolution within 4 working hours.   | >95% |
|                                          | <b>P2 (Medium):</b> Response within 4 working hours; resolution within 2 working days. |      |
|                                          | <b>P3 (Low):</b> 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 Project Managers 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.



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





# Isle of Man Ship Registry (IOMSR)

## Challenges

IOMSR was using a number of disparate legacy PC and paper-based systems to manage their business-critical processes which did not allow for business growth or efficiency, so they needed a central, comprehensive system to support its services and developing client base.

## Benefits and outcomes



90% reduction in certificate errors, productivity improved by 78% and registration turnaround times improved by over 50%



Substantial cost savings by moving from paper certificates to digitally signed electronic certificates



Improved decision making due to better access to accurate management information



Improvements in auditing with an increase in transparency and accessibility



Considerable time savings, particularly in the generation of required documentation which was previously produced manually



**Dick Welsh**  
Former Director  
of IOMSR

*"All of the Ship Registry's key business data is now entered, stored and accessed through one central system, which has resulted in considerable time savings as staff no longer have to enter the same information into different computer systems or waste time trawling through filing cabinets or ring binders looking for further information on vessels."*



# Bahamas Maritime Authority (BMA)

## Challenges

The BMA was running a number of outdated legacy systems which caused issues and inefficiencies both internally and externally. They required a new enterprise system which would provide their global staff with a centralised, single repository of information to improve their processes.

## Benefits and outcomes



Reduced operating costs across global offices with \$100k savings when establishing new offices



24/7 provision of services and active tracking of applications at any time



Increased customer satisfaction levels



Greater accuracy and reliability of data



Environmentally friendly solution as documents are submitted electronically



**Leon Dorsett**  
Financial Controller  
at the Bahamas  
Maritime Authority

*"We are delighted with the outcome of the BORIS project to move all of our data and processes into one central platform and to deliver key services online. By working in partnership with PDMS, we have significantly improved our customer service, operational performance and our overall competitive advantage. The level of support provided by the team at PDMS is excellent and we enjoy working with them as we continue to invest in technology to help drive our registry business forward."*



## Contact Details

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