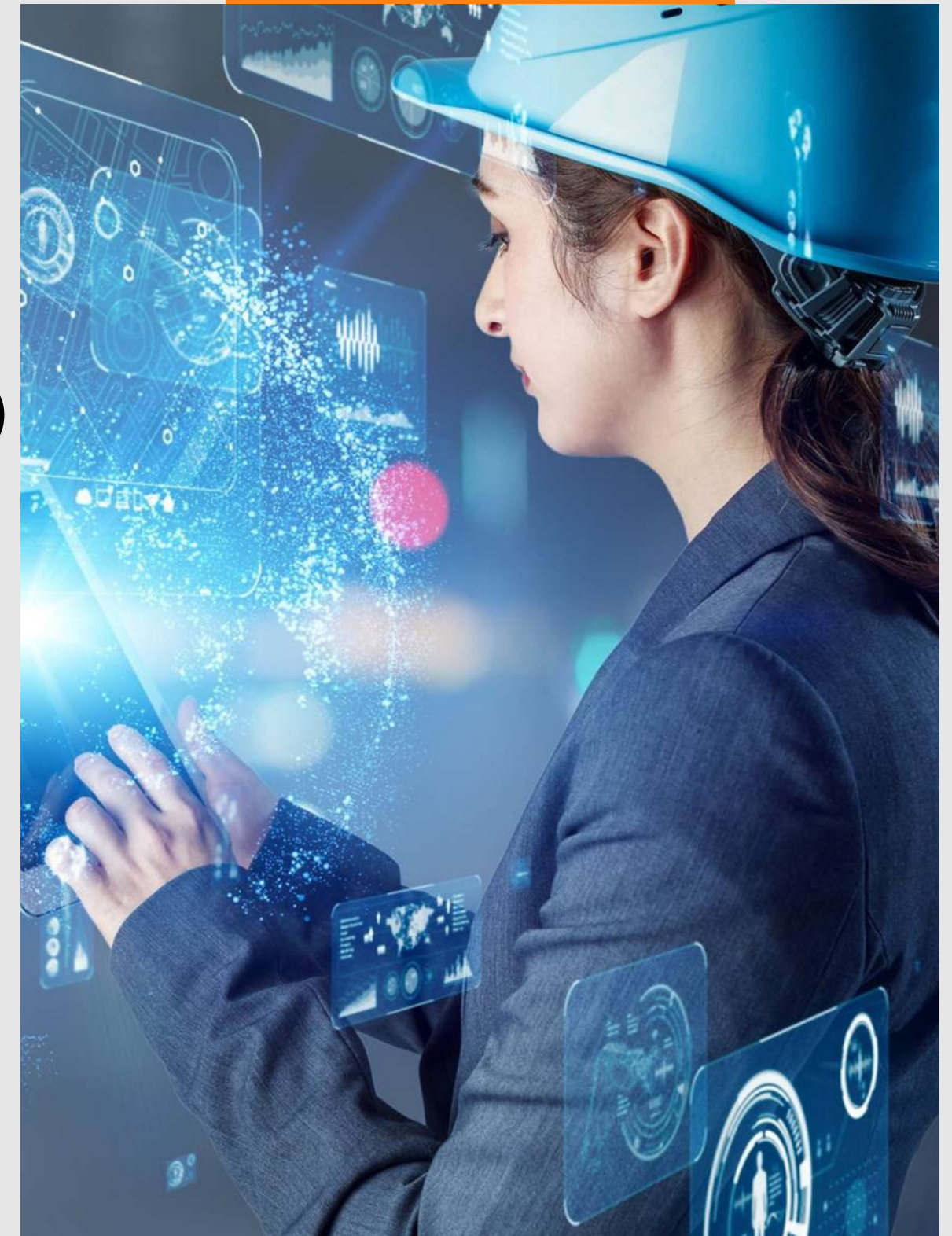




GLOBAL DREAMS

MARINE IT SERVICES



ABOUT US



Global Dreams is a young startup driven by innovative & creative thinking, started in Ajman, United Arab Emirates to meet the growing demands of marine services. Today, Global Dreams is emerging as one of the leading marine solutions providers capable of blending international standards. Global Dreams has vast experience in the Marine industry with a team of Master Mariners, Chief Engineer, Naval Architect, Crewing Managers and Marine Engineers to take care of all the marine needs of our esteemed clients.

Global Dreams marine solutions provides real-time data driven insights, enabling the ship owners & managers to make informed decisions to strengthen all aspects of business and fleet performance.



VISION MISSION & GOALS

VISION

To Become Leader for Digital Transformation & Nominated Partner across Maritime Industries.

MISSION

Our Primary Mission is to create Values through Technological and Process Innovations.

GOALS

Our Goal is to Develop Tomorrow's Solutions for Sustainable Marine Operations



VESSEL IT SERVICES

On-Site Services

We have IT Engineers available at Singapore & South-east Asia / UAE & Middle-east region / India / UK & Europe to visit vessels at respective ports and provide complete networking and hardware setup. We also provide remote maintenance to vessel whereby our team solves all IT related issues by taking remote access, email or tele-calling.

- Setup & Troubleshooting of Network Issues on-board
- Installation of Racks / Server and Peripherals
- Hardware and Software Trouble-Shooting
- Setup & Management of Virtual machines
- Thin client setup for Virtual Environment
- Installation & Setup of CCTV Camera's & Peripherals
- Data Backup & Recovery



VESSEL IT SERVICES

Remote Support

- Basic Network & Connectivity issues
- Printer installation & diagnostics
- Operating System installation, re-install, recovery
- Update of software & drivers
- Installation of PCs and peripherals.
- Backup & Migration of data
- Installation/Update of Antivirus application
- Virus Removal and Security Management
- Server Maintenance & Optimization
- Automated health checks for critical machines
- Complete IT hardware asset management
- Terminal Services deployment & management
- Firewall/Router configuration & support
- USB Protection on board





VESSEL IT SUPPORT LOCATIONS



GLOBAL DREAMS IT SERVICE DESK



- Acts as a single point of contact for IT support required by our clients
- Ensure maximum IT service uptime through automatic ticketing system.
- Restoration of IT service breakdown with in stipulated timeline, as defined in SLA (Service Level Agreement) through Incident management.
- Provide prevention mechanism form probable IT services failure with proactive approach experienced through IT practices through problem management.
- Incorporate changes through change in business requirement through change management.
- Inducing Service Improvement Program using KEDB (known error database) and subsequently, improve IT professional efficiency.
- Provide robust SLA monitoring.
- Ensure escalations, in case of any, breach of SLA or functioning.
- Provide Service reporting to Exabyte's Service Desk delivers a more effective end-to-end service support solution via intuitive, easily adopted, enterprise-scale technology.



Key Offerings of **Our** **CALL CENTER** **SOLUTION**

Improve agent productivity | Reduce cost |
Enhance customer experience

Dialer

- Predictive Dialer
- Preview Dialer
- Manual Dialer
- Progressive Dialer

Intelligent Call Routing

- Multi level IVR
- Automatic Call Distribution
- Skill based routing

Integrations

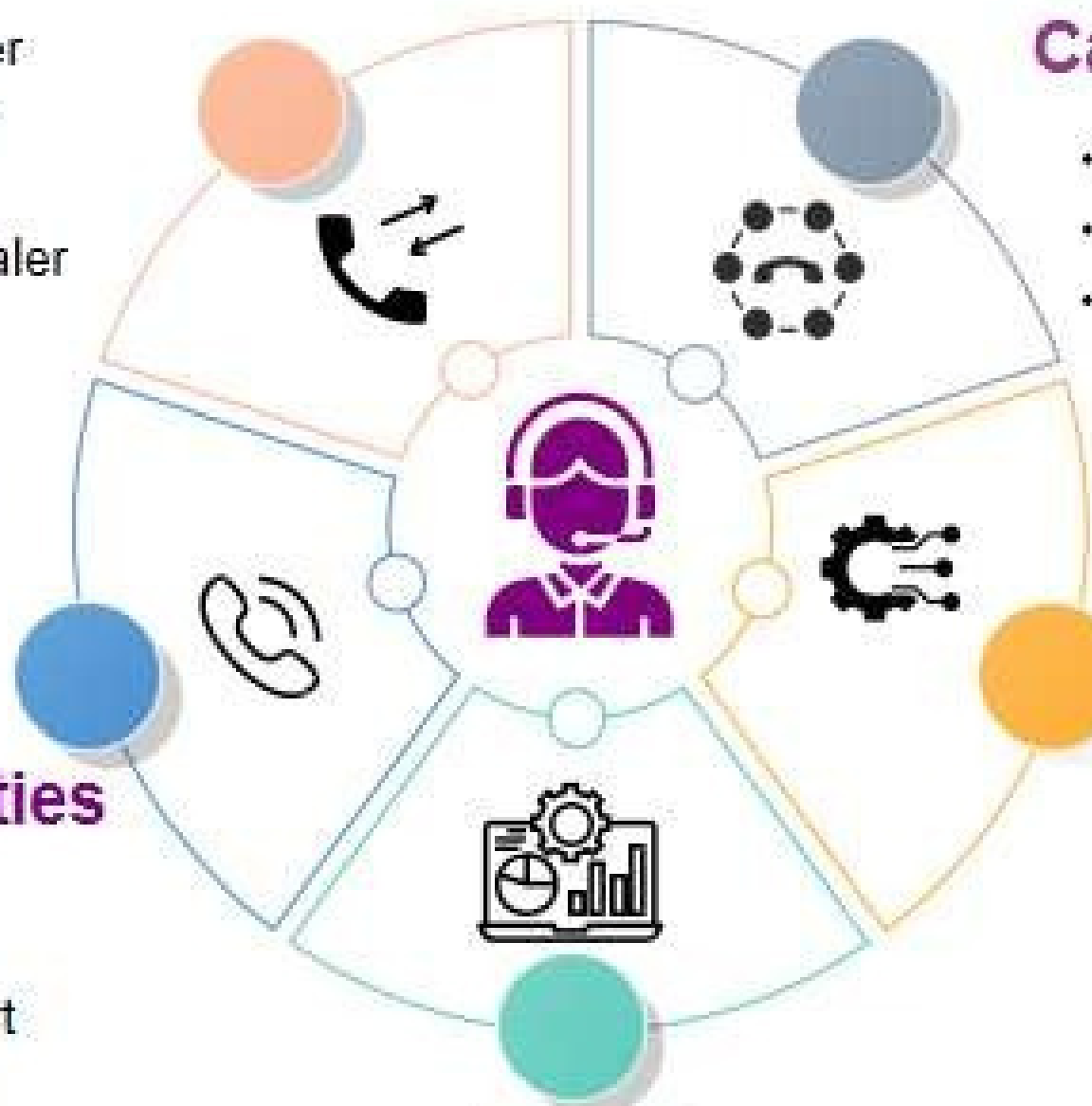
- CRM Integration
- WhatsApp Integration
- SMS Integration
- Webchat Integration
- Email integration

Call Functionalities

- Voice Logger
- Click to call
- Missed call alert
- Voice Blasting
- Call Conferencing

Reports

- Call detail report
- Agent performance report
- Live agent monitoring
- Call analytics



OMNI-CHANNEL INTEGRATION

Our Call Centre system is integrated with different platforms to provide omni - channel communication and improve customer experience.



GLOBAL DREAMS IT SERVICE DESK



Callers from Ship



Calls received at our
Call Centre



First level support from
Call Centre



2nd level support from
Global locations



3rd level support
from UAE



Issue
Resolved



System generated Reports

IT HARDWARE SUPPLY & INSTALLATION



Global Dreams is partnered with most of the major OEMs for IT hardware & software products.

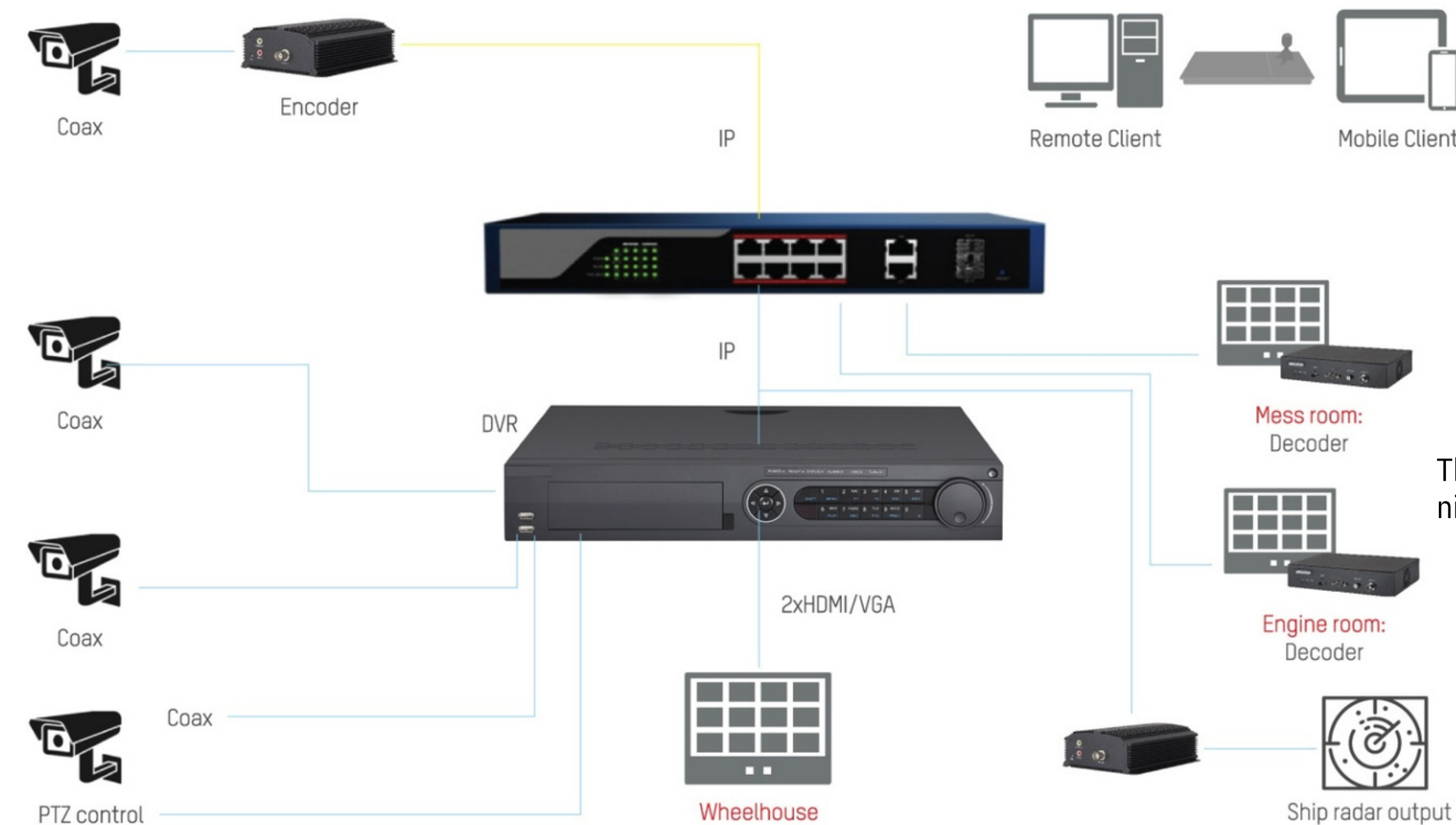
Global Dreams is authorized partner of major distributors i.e. Ingram Micro, Redington etc. and can supply almost all the IT hardware products i.e. Desktops, laptops, workstations, Servers, network items, printers etc.

Systems will be pre-installed with client specific applications in plug & play condition.



CCTV SOLUTIONS SUPPLY & INSTALLATION

Solution Architecture Analog



Marine CCTV systems are highly beneficial for maritime operations. They provide several advantages, including:

1. Enhanced Safety: Real-time monitoring helps in identifying potential hazards during maneuvering and berthing/unberthing, reducing the risk of accidents.
2. Improved Situational Awareness: The crew on the bridge can have a comprehensive view of the vessel's surroundings, aiding in better decision-making.
3. Security: CCTV systems help in monitoring unauthorized access and security breaches.
4. Incident Documentation: Recorded footage can be used for investigating incidents and training purposes.
5. Remote Monitoring: Enables shore-based management to have visibility of on-board operations, which can be useful for oversight and support.

These systems are becoming increasingly sophisticated, with features like night vision, thermal imaging, and integration with other navigational aids.

- Standalone system or as integrated modules in e.g. Zenitels AlphaCom System
- Flexible system - combining IP systems and analog cameras
- Supporting H.265+/H.265/H.264+/H.264 video compression for high image quality on lower bandwidth
- All cameras from globally known brands
- Standard IP cameras supporting PoE, PoE+
- IP network infrastructure and Cost-effective solutions
- Can easily be integrated with Infotainment and IP TV solutions
- Onvif Profile S compliant cameras



CCTV SOLUTIONS SUPPLY & INSTALLATION

Solution Architecture IP

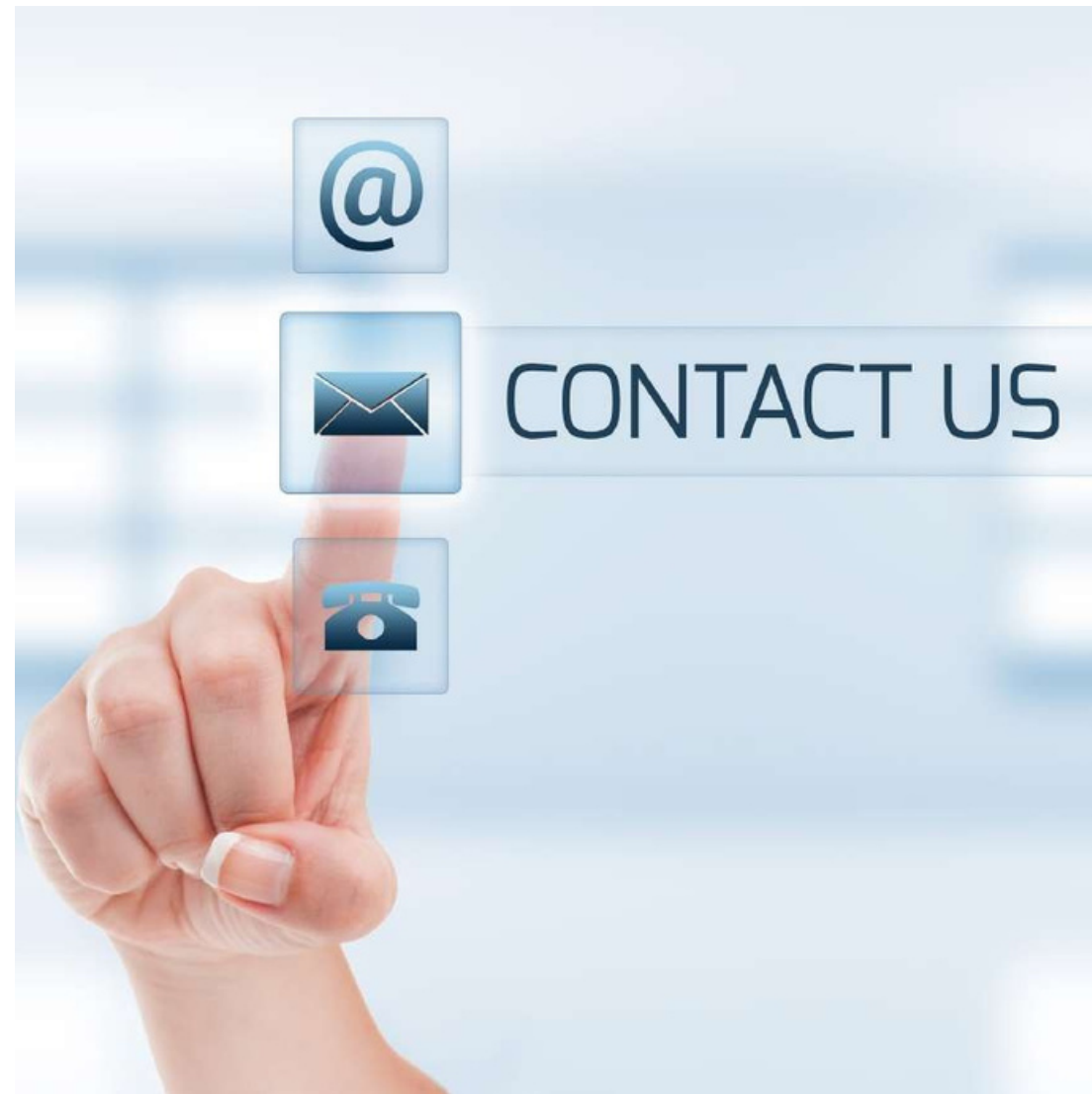
The Integration of IP (Internet Protocol) backbone in Marine CCTV systems offers significant advantages:



- **Multi-Site Live View:** The IP backbone enables seamless viewing of live video streams from multiple locations, providing a comprehensive view of operations across the vessel or even fleet-wide monitoring.
- **Reliable Recording Solutions:** IP-based systems ensure high-quality, reliable recording of footage, which can be crucial for reviewing incidents, compliance with regulations, and training purposes.
- **Flexible Access:** The system's compatibility with various devices, including PCs, tablets, and smartphones, ensures that the captain and other authorized personnel can access live streams and recorded footage from anywhere on the vessel or even remotely. This enhances situational awareness and decision-making.
- **Scalability:** IP-based systems are easily scalable, allowing for the addition of more cameras or integration with other security and monitoring systems as needed.
- **Enhanced Features:** Advanced functionalities such as motion detection, remote pan/tilt/zoom control, and high-definition video are more readily supported in IP-based systems, further enhancing their utility and effectiveness.



CONTACT



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THANK YOU
FOR YOUR PRECIOUS TIME
& YOUR ATTENTION.

