



Safety at Sea

Netkom and NewVoice Create
a Flexible Alerting Structure for
Cruise Ships

Safety on board is a top priority for cruise lines, their crew, and their guests. A reliable alerting solution is essential to ensure this. However, the previous system used could no longer meet the growing demands. To safeguard passengers and crew well into the future, the cruise line turned to an innovative approach. With the expertise of Netkom GmbH and the technology from NewVoice Systems GmbH, a custom alarm server solution was developed—one that not only addressed existing issues but significantly elevated the entire safety infrastructure.

An Alerting Structure That Grows with You

The old system was heavily tied to outdated communication infrastructure, making it impossible to adapt or expand. One particularly concerning issue: some alerts were still being logged via serial printers—an obsolete and error-prone method prone to paper jams and delays.

The joint mission of NewVoice and Netkom: to implement a future-proof, universally deployable alarm server that reliably manages all critical onboard processes.

A Tailored Implementation

Netkom managed the full deployment of the new solution, ensuring seamless integration with the existing infrastructure. The system was installed on a virtual platform, allowing for maximum flexibility and scalability.

A major focus was on multi-client capability: since not every user should have access to every alert function, a customized access control system was developed.

Challenge: Live Operations and International Locations

Implementation often took place on active cruise ships—sometimes in the middle of ongoing voyages. Installations were carried out in international dry docks or had to be completed within the tight timeframe between two port stops. Netkom handled the entire coordination process—from logistics and technician scheduling to securing ship access permissions.

Efficiency Meets Long-Term Reliability

With the new alarm server solution, delays and media disruptions are a thing of the past. Emergency calls are now visualized directly on a PC screen, allowing crew

The most significant updates include:

- **Integration with nurse call systems** in accessible cabins and the medical bay
 - **Implementation of general alarms** for rapid crew alerting, accommodating up to 100 personnel
 - **Linking fire detectors** in passenger cabins to enable direct guest evacuation
 - **Replacement of the legacy emergency call system** with a digital, PC-based alarm visualization solution
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With Netkom as the integration partner and NewVoice as the technology provider, a solution was developed that not only addresses existing challenges but also ensures the long-term reliability of the onboard safety infrastructure.

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members to respond instantly. The solution's flexibility ensures that future expansions can be easily integrated without disruption.

A key factor in the success of this project was the close collaboration between Netkom and NewVoice. Their long-standing partnership enabled fast, seamless support even under tight deadlines or across time zones.

Thanks to the reliable

communication between the two companies, every challenge was overcome—even under significant time pressure. The client especially values this partnership, as the MobiCall solution is considered a vital part of the ship's critical infrastructure. And with Netkom's extensive experience and close connection to NewVoice, reliable support is always just a call away—ensuring smooth operations at all times.

A Success Story Across the Fleet

The first installations proved so successful that the solution has now been rolled out by Netkom GmbH on more than ten ships from various international cruise lines—with more installations to follow.

Future developments are already underway, including voice recording for emergency calls, and smart alerts to protect engine room staff or automatically notify the boarding team about irregularities in passenger documents.

Image Source: Kardasov, k.A.



Redefining Safety

With Netkom as the integration partner and NewVoice as the technology provider, a solution was created that not only resolves current challenges but also future-proofs onboard safety infrastructure. Regardless of location or operational environment, this solution ensures reliable and flexible alerting. The project demonstrates how innovative technology and strong partnerships can drive meaningful improvements in safety.

About Our Partner:



company for connection

Netkom GmbH was founded in 1997. Initially a service provider in the telecommunications sector, the company experienced steady growth, expanding into network technology and IT services just two years later.

Today, Netkom delivers professional services and solutions—particularly for business clients—in the fields of communications, IT, network infrastructure, and security technology.

We ensure seamless integration of telephony and IT systems while safeguarding investments through tailored security solutions. Throughout every project, we remain focused on our clients' needs and implement solid, customized concepts designed for long-term success.

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About Us:



NewVoice protects lives and critical infrastructure with innovative solutions for alerting and crisis management. Our modular systems integrate seamlessly into existing IT and communication environments, optimizing processes for businesses and public institutions alike.

With many years of experience and a strong commitment to innovation, we ensure efficient workflows, reliable systems, and long-term investment security—always tailored to the specific needs of our clients.

Our values: responsibility, innovation, and collaboration, guide our daily work and make NewVoice a trusted partner in the field of security and communication solutions.

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