

Case Study: Enabling Efficiency and Compliance for Virgin Voyages Dry Dock Operations



Client: Virgin Voyages



Platform: MPM
(Maintenance Project Manager)



Overview

Faced with increasingly complex dry dock operations, Virgin Voyages required more than just a digital tool. It needed a transformative solution that would centralize dry dock planning and execution, unify shipboard and shoreside teams, and ensure compliance. This was their first dry dock project, and they initially managed planning with disparate tools like email, Excel, and Word documents, but soon recognized the need for a more integrated approach and a single source-of-truth platform.

Key Challenge

Coordination Inefficiencies: Lacking a centralized hub, shipboard and shoreside teams relied on emails and manual updates, which limited visibility and often made alignment more difficult as the project progressed.

Manual Workload: Recurring jobs and planning tasks were often recreated by hand. This consumed valuable man-hours, increasing error risk, and shifting focus from execution to administration.

Lack of Real-Time Visibility: Disconnected systems left teams without up-to-date insights on job progress, documentation, or financial impacts, making it difficult to track scope changes, spot bottlenecks, or prevent cost overruns.

Regulatory Compliance: Certificates and documentation were collected manually. While manageable, this added effort provided no automated way to flag incomplete jobs, increasing the workload required to stay audit-ready and meet regulatory deadlines.

Scalability and User Experience: Basic tools supported initial planning but became harder to manage as the project grew. Inconsistent formats, duplicate entries, and siloed updates highlighted the need for a standardized platform that could scale with future dry docks and integrate smoothly with tools already in use.



Solution

Working together, Virgin Voyages and ITSynch's dry dock experts deployed the MPM (Maintenance Project Manager) platform to digitally transform Virgin's dry dock operations. The strategic implementation addressed key operational and compliance challenges through:

Operational Efficiency & Centralization

- Data auto-loading cut setup time and reduced planning hours.
- Dashboards provided real-time visibility into job status, budgets, and documentation.
- Budget impacts were tracked directly in the system.
- Delivered real-time cost visibility and stronger budget control for shoreside finance teams.

Compliance Controls

- Configurable validation rules to block jobs from progressing.
- An audit trail automatically recorded changes, ensuring full traceability.
- Role-based security safeguarded sensitive financial and approval data.

User-Centric Onboarding & Support

- Pre-go-live training and user testing enabled smooth adoption.
- Live go-live support resolved issues in real time.
- Ongoing support included system maintenance and performance monitoring.
- Enhancements were rolled out regularly based on user feedback.



Results

Through use of the platform, Virgin Voyages has achieved a range of improvements across multiple fronts including:

Operational Improvements

- **Time Savings:** Significant reduction in planning hours through reusable templates and minimized manual data entry.
- **Reduced Man-Hours:** Less time spent on repetitive editing and manual coordination.
- **Improved Coordination:** Centralized platform bridged the gap between shipboard and shoreside teams.
- **Streamlined Project Close-Out:** Better tracking of deviations, documentation, and budget allocation.

User Adoption

- MPM was used actively across the full dry dock process, supported by positive feedback and engagement from Virgin teams.

Data-Driven Decision Making

- **Real-Time Dashboards:** Enabled faster decision-making across departments.
- **Spend Visibility:** Improved vendor negotiations and better allocation of costs across budget categories.
- **Scope Change Tracking:** Gave teams clearer visibility into project adjustments and their impact on timelines and budgets.

Compliance and Control

- **Fewer Documentation Errors:** Validation rules ensured complete, accurate submissions.
- **Audit Readiness:** Automated audit trails and certificate tracking boosted compliance confidence.
- **Controlled Access:** Sensitive data secured with field- and user-level restrictions.

Looking Ahead

With a solid foundation in place, ITsynch continues to support Virgin Voyages through continuous enhancements, performance monitoring, and user-driven feature updates, ensuring the platform evolves with Virgin's operational needs and future dry dock projects in 2026 and 2027.

Testimonial



Stefano Pisano
Senior Director of Technical
Operations at Virgin Voyages

"We wanted to set the right foundation for managing dry dock projects, and MPM delivered. From pre-planning jobs and logistics to vendor execution and close-out, everything became more transparent and efficient, helping us stay on time and within budget."