



Strategic IT Partnership With Versatile Helps Silversea Cruises Succeed Around the Globe

Jason Cohn, Director of Global IT Infrastructure at Silversea Cruises, likens his search for an industry partner to Goldilocks and the Three Bears. “We were like Goldilocks trying out different partners for the perfect fit. We worked with large industry partners but found it difficult to form close relationships. We worked with small industry partners but couldn’t get the type of engagement we were looking for. It wasn’t until we found Versatile that we found a partner that fit just right.”

—Jason Cohn, Director of Global IT Infrastructure, Silversea Cruises

The relationship between Silversea Cruises and Versatile began with a single challenge and grew over time. One successful endeavor led to another, and the relationship that started with a commitment for a few months turned to years.

Over that time, Silversea’s lean and experienced internal team and Versatile senior engineers have worked closely together. “The two teams have built cross-familiarization and technical respect, which is critical to success in this business,” said Thorsten Stoeterau, Silversea’s Enterprise Architect. “This stuff isn’t easy. You’d be surprised how things that sound simple are often difficult to achieve.” Together, they make it happen.

“Our initial challenge was to find a balance: keep our internal team lean AND deliver complicated solutions to a broad global company with extreme and unique constraints. Developing smart strategies and partnerships—while controlling costs, ensuring innovative and forward thinking deployments, and keeping up with a fast technology pace—has been critical to our success,” said Jason Cohn, Director of Global IT Infrastructure at Silversea Cruises. He went on to say, “The only way to accomplish these generally contradictory sets of objectives was to choose and develop the right partnership.”

Today, Silversea continues to benefit from its critical and complementary relationship with Versatile. Most recently, the Versatile engineering and support teams played key roles in a few of Silversea’s projects, including the delivery of the company’s latest flagship, the Silver Muse. Over a span of two years, the two teams worked together to design, validate, and deploy everything on the ship from its modern dual data center to full wireless coverage and its pervasive converged network. Cohn said, “The team at Versatile, from the CEO and his executive team to the company’s most junior staffers, have always been incredible to work with. They are consummate professionals and—more importantly—problem solvers like us.”

Versatile helps get the job done

Even under the most challenging circumstances, the teams pull together. “There was a flood in our main distribution closet on our new build, two weeks from the initial sea trials, a deadline that could not slip. Our two teams worked together to procure, stage, configure and manage all the logistics required to get the equipment to Europe with poise and lightning speed,” recalls Silversea CIO, Fabio Agostini. “The build was rebuilt in record time, allowing the Silver Muse to achieve its sea trial on schedule.”

Cohn added, "It's a great example of how the partnership between Versatile and Silversea is crucial when it matters most. It's what makes Versatile a partner and not a vendor."

Silverseas' IT team stays efficient through its partnership with Versatile

Silverseas keeps its IT team lean, in part, because of its relationship with Versatile. "We never feel like

we're getting a sales press from the Versatile guys, which is a nice change of pace. Their work saves us a ton of effort, and we don't have to be on our guard about them trying to upsell. Instead, they're sincerely focused on helping us meet our goals."

The two teams have developed a deep sense of mutual respect that is key to collaborative success. "Working with Versatile engineers that we can consistently count on is critical for us," Cohn said. "And," he laughed, "we actually like them."

Lean IT Team

The IT infrastructure team at Silversea Cruises redefines the term "lean." With just seven core members, the team supports 7 offices on 5 continents, 20 independent data centers, 3 international call centers, and a fleet of 9 vessels with global itineraries for a 24 x 7 x 365 business. Cohn pointed out, "It's only natural that the Silversea team requires a strong partner like Versatile that can deliver on its commitments in a controlled and sustainable fashion."

Silversea reaps these benefits from working with Versatile:

- Deep and wide technical expertise with a focus on both today and tomorrow
- Attention to meeting objectives, not making sales
- Ability to handle unusual requests
- Complex solutions with unique constraints
- Fast response times, both domestically and internationally

Learn how Versatile can help YOUR dynamic organization.
Call us today | **877.217.3397**

ABOUT SILVERSEA CRUISES

SILVERSEA CRUISES is a high-end cruise line that operates intimate, ultra-luxury ships, sailing to over 800 destinations on all seven continents. Renowned for culinary excellence and innovative spirit, Silversea Cruises is owned and operated by the Lefebvres family of Rome, who take great pride in ownership of maintaining high standards of cruise excellence.

