

"CAI provides world class business process and metrics."

"CAI's methodologies are clearly superior! CAI is our partner of choice... The team stands out for their excellent planning and execution, and we rely on them."

"CAI provides the metrics necessary to make good business decisions."

Doug Jones

*Manager, Shipboard Applications, IT
Royal Caribbean International*

"I am honored to recognize CAI with one of our most prestigious internal service awards. Our LifeSaver award is presented for service excellence, and CAI has earned it. This is the first time a partner has earned an award of this type, and it speaks highly of their ability to integrate smoothly with our needs."



"CAI's methodologies continue to focus our organization on increasing value, through driving down fix and support work, and focusing on system enhancements. Our effectiveness continues to increase significantly."

Tom Murphy

*Chief Information Officer
Royal Caribbean International*



Royal Caribbean International, has been providing exciting and memorable cruise vacations to thousands of guests for over 30 years. Royal Caribbean maintains a fleet of 16 modern ships with a total passenger capacity of over 36,000. The company plans to substantially expand its fleet over the next few years. As a result of being an industry leader committed to providing the best vacation available anywhere, Royal Caribbean's ships reach all four corners of the world.

In 1999, Royal Caribbean awarded CAI a Managed Maintenance contract to outsource maintenance and support for its onboard Property Management system. The CAI Team handles 24x7x365 issues, works on regulatory requirements, and deploys upgrades and enhancements to this mission critical system. CAI team members also participate in the IT implementation and deployment of new vessels. By employing CAI's proven processes and procedures, CAI has helped to optimize Royal Caribbean's IT capabilities and support the ever-increasing needs of a growing fleet. CAI has been able to reduce nonproductive maintenance work, allowing more time for new ships and new development. This was accomplished through root cause analysis and process improvements which are intrinsic to CAI's Managed Maintenance methodology.

World leader in IT process and productivity.

CAI[®]
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