



BREAKING THE LEGACY CHAIN

How P&O Ferries replaced 40 years of technical debt in just 24 months.

Speakers

Presenting Surikat's digital transformation journey



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Surikat Lynx

A modular, cloud-based platform for ferry, port and terminal operations



Booking to Boarding

Connects the entire journey: check-in, gates, yard and lane management, and vessel loading.



Passengers & Freight

Supports passenger and cargo workflows with dedicated terminal, gate, and customer-portal tools.



Connected Systems

Links people, equipment, and systems through live operational dashboards and hardware integrations.



Operational Efficiency

Helps operators work faster and with better visibility by replacing disconnected, manual processes.



The Transformation at a Glance

Surikat replaced P&O Ferries' legacy infrastructure across its entire port network in less than two years.

Network-Wide Delivery

Every route, port, terminal, and gate—not a limited pilot.

Modern Operational Backbone

One platform supporting critical port operations across the network.

Ready for What Comes Next

A foundation for automation, smart gates, and meaningful AI adoption.

The 40-Year Legacy Challenge

P&O Ferries' PHS system supported critical maritime operations—but its age created a chain of technical debt.

1

A Critical Legacy Core

A 40-year-old platform at the heart of continuous port operations.

2

Innovation Blocked

Legacy constraints made AI, camera systems, and automated gates difficult to introduce.

3

Operational Risk

The core systems had to be replaced without disrupting high-volume trade.

4

The Real Question

How do you modernise the heart of a 24/7 port operation without stopping it?



The Transformation Principles

Speed came from changing the way the transformation was approached—not from recreating the past.



Adapt Processes

Align ways of working with a proven modern platform instead of reproducing outdated workflows.



Deliver Early Value

Put working technology into operators' hands and learn through real operational use.



Build Momentum

Prioritise practical progress over extended design and planning cycles.

The Route-by-Route Delivery Strategy

Each deployment increased complexity while reducing implementation risk through controlled, practical learning.



Irish Sea

Lower-complexity environment to establish the platform and embed learning.

North Sea

Cabin bookings, customs integrations, and more varied unit types and scenarios.

Dover-Calais

The final, high-volume 24/7 deployment.

Dover-Calais: Live in Three Months

The project's most demanding short-sea route became the final proof point for the delivery model.



High-Intensity Operations

A continuous, high-volume route requiring resilience around the clock.



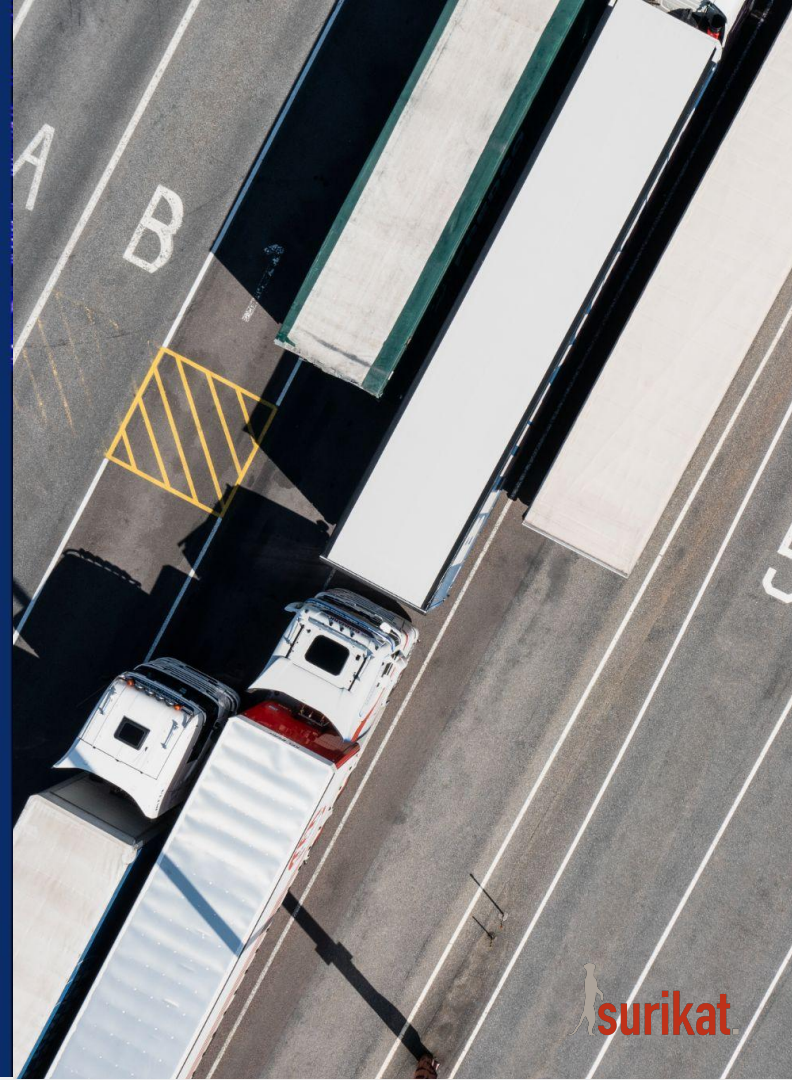
Legacy Retired

The 40-year-old PHS system was replaced within a three-month delivery window.



Zero Interruption

The transition was completed without halting daily 24/7 operations.



"In less than two years, partnering with Surikat transformed our legacy systems into a scalable digital platform across our entire network."

"Surikat's proven operational expertise allowed us to take a pragmatic, route-by-route approach - simplifying our technology, unifying our data model, and delivering immediate business value faster than traditional design cycles ever could."

Key Benefits Realised

- Ready for changes in Compliance
- Platform for new innovations
- Preventing revenue leakage

CF

Chloe Friend

Chief Information Officer, P&O Ferries

< 2 Years

Full Network Scale

Route-by-Route

Pragmatic Delivery

Unified Data

Immediate Value



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