

Securing the Seas: Modernising Cybersecurity for a Historic Cruise Line Operator



CASE STUDY

Industry: Cruise & Travel

Region: UK

Users: 1,300

Overview

This historic cruise line operator manages a diverse portfolio of businesses across cruise and passenger shipping, aviation, ship crewing, shipbuilding, property development and electronics.

Operating at sea creates a particularly complex cybersecurity environment. The organisation's infrastructure spans passenger Wi-Fi, crew networks, bridge operational technology, bridge IT, corporate systems, property management systems, entertainment platforms and satellite communications.

To strengthen protection across this environment, EveryCloud implemented a consolidated security approach built around Zero Trust Network Access, secure web access and ongoing expert support. This enabled the organisation to improve visibility, centralise security management and protect critical systems while delivering secure, seamless internet access for passengers and crew.

THE CHALLENGE

The cruise operator needed to protect sensitive data and critical operational systems across a highly distributed and multifaceted network environment.

Unlike a conventional office-based organisation, the business had to manage numerous onboard and remote access points. Network ports could also be located in exposed areas, increasing the risk of accidental or unauthorised access to sensitive networks.

The organisation needed to introduce new security services quickly, provide reliable internet access for crew and passengers, and maintain appropriate controls across its fleet. At the same time, it wanted to consolidate network and security capabilities to improve efficiency and optimise operational costs without compromising protection.

Key challenges included:

- + Mitigating complex cyber threats
- + Protecting sensitive passenger data and critical operational systems
- + Securing numerous onboard, remote and guest access points
- + Providing seamless and secure internet access
- + Enforcing acceptable-use policies across web activity



THE SOLUTION

EveryCloud developed a consolidated security approach designed around the organisation's unique maritime environment.

Rather than relying on traditional perimeter-based security, the solution applied Zero Trust principles to authenticate and authorise every access request. This helped ensure that users could only access the specific systems and resources they were permitted to use, regardless of whether they were onboard, working remotely or connecting through a guest device.

The approach delivered:



Zero Trust Network Access



Adaptive Security Policies



Secure Web Access



Acceptable-Use Enforcement



Expert Guidance & Ongoing Support



THE DELIVERY

EveryCloud's approach focused on introducing new security capabilities efficiently while addressing the operational complexities of a cruise environment.

Working closely with the organisation throughout the engagement, the team assessed the unique challenges of operating a complex maritime environment, identified security risks across onboard and corporate systems, and developed a strategy focused on Zero Trust access, secure connectivity and streamlined management.

Because of the long-standing partnership and EveryCloud's deep understanding of the environment, new capabilities were introduced efficiently with minimal disruption.

+ Business Outcomes

The programme delivered measurable operational and strategic benefits.

+ Assessment of the maritime environment

Authentication and authorisation requirements were applied to access requests across onboard and remote environments.

+ Secure web protection

Web filtering and real-time threat detection were introduced for passenger and crew internet access.

+ Centralised security management

Network and security controls were consolidated to simplify management across the fleet.

+ Ongoing expert support

EveryCloud Cloud Aware provided continued insight to help the organisation maintain an optimal security posture and respond to evolving threats.

Why It Matters

This engagement demonstrates how modern security can support a highly complex operational environment without compromising connectivity, efficiency or the passenger experience.

By combining Zero Trust Network Access, secure web protection, centralised management and ongoing expert support, EveryCloud helped the cruise operator strengthen protection across its fleet while simplifying security operations.

The project shows the importance of tailoring cybersecurity to the realities of the customer's business. For a cruise operator, that means protecting passenger information, onboard services, operational technology and remote access across an environment that may be hundreds of miles out at sea.

The resulting security foundation enables the organisation to respond to evolving threats, introduce new services more efficiently and continue delivering safe, reliable onboard experiences.

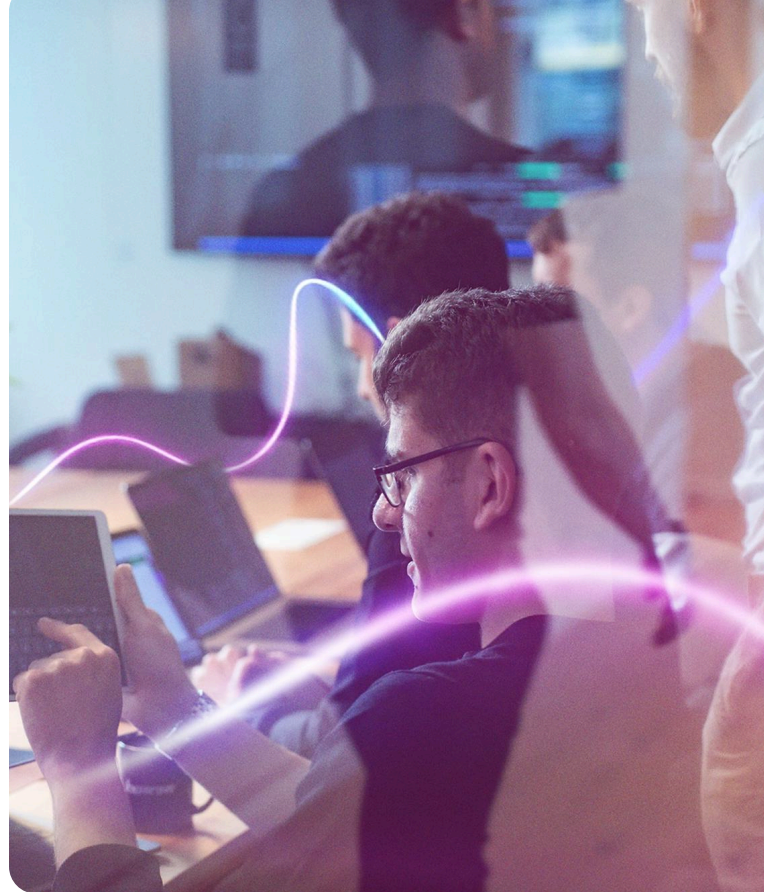
Closing Statement

Securing a complex maritime environment requires more than traditional perimeter protection. It requires an approach built around the people, systems and operational realities of life at sea.

By combining Zero Trust Network Access, secure web access, centralised management and ongoing expert guidance, EveryCloud helped the organisation modernise its security architecture while supporting the seamless digital experiences expected by passengers and crew.

The project showcases the value of aligning security strategy with operational requirements. Rather than introducing fragmented point solutions, the organisation adopted a consolidated approach that strengthened protection, simplified management and improved visibility across a highly distributed maritime environment.

With cyber threats continuing to evolve, the cruise operator now has a scalable security foundation capable of supporting future digital initiatives, protecting critical onboard systems and maintaining the trust of passengers, crew and stakeholders alike.



Summary

The strength of this engagement comes from understanding the unique challenges of operating at sea, where connectivity, operational resilience and security must work together without compromise.

By tailoring security controls to the realities of a modern cruise environment, EveryCloud helped the organisation strengthen protection, optimise operations and build a secure foundation for future growth.



Strengthen Security.
Optimise Spend.
Build Confidence.

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