



Getting the Relationship Right Between People, Operations, and Technology

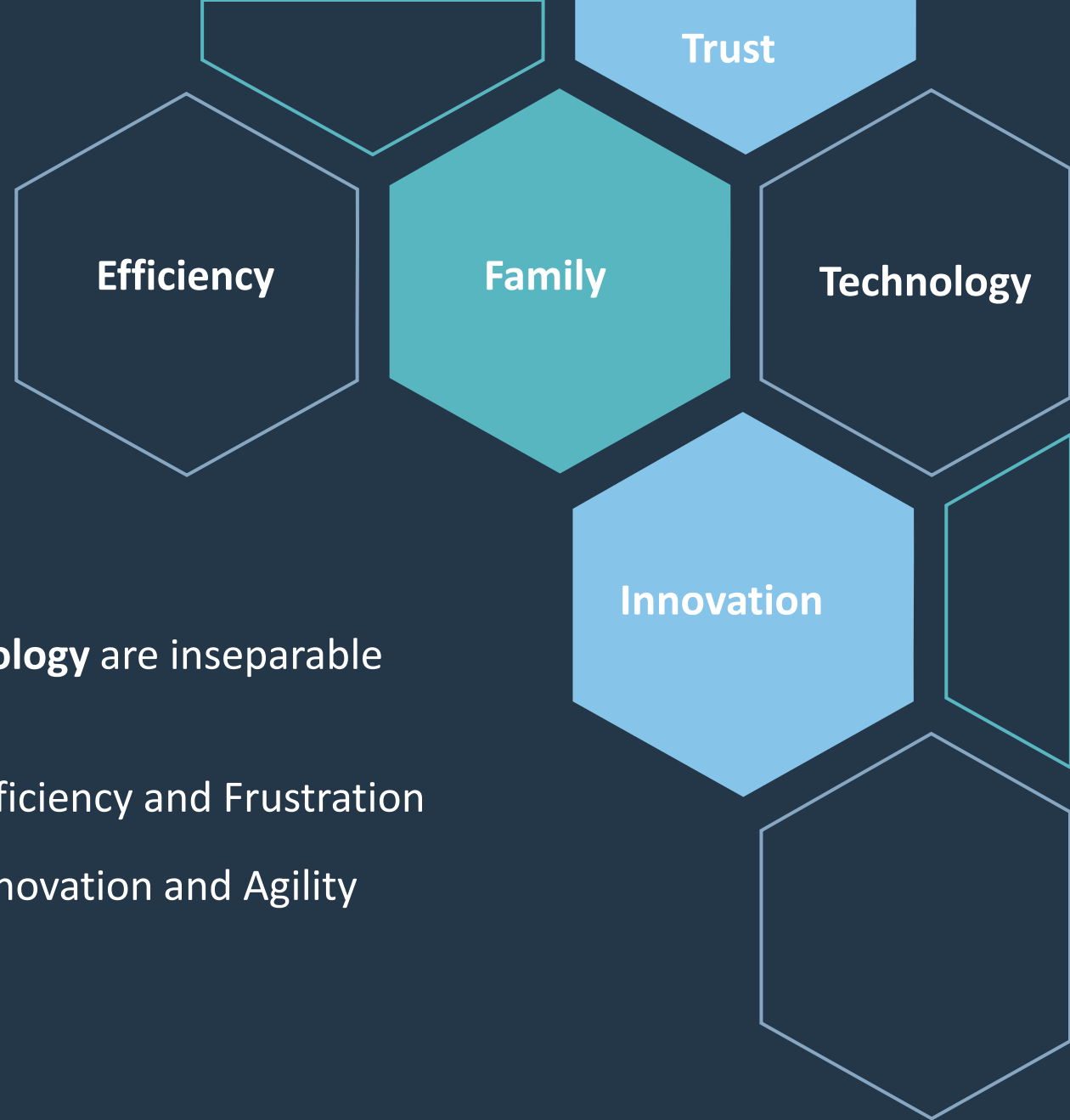
Nicolas C. Timpelis

IT Projects Support Manager
IONIC Group



Why This Relationship Matters

- **Operations** and **Technology** are inseparable today
- Poor alignment → Inefficiency and Frustration
- Strong alignment → Innovation and Agility

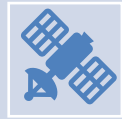


Make Ops people understand

- Operations teams value stability, safety, and results
- Understanding technology boosts efficiency and decision-making
- Use clear, practical communication to bridge the gap



Creating a Clear Picture of Benefits



Communications



Environmental efficiency – Vessel performance



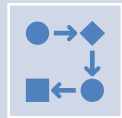
Company Portal



What Technology People Need to Understand



Understand operational constraints (timing, compliance, risk)



Success is adoption and usability, not just deployment



Stressful and busy routine

Adopting the Right Approach



Listen before proposing solutions



Observe real workflows to identify pain points



Communicate tech value in operational terms

Building a Productive Relationship

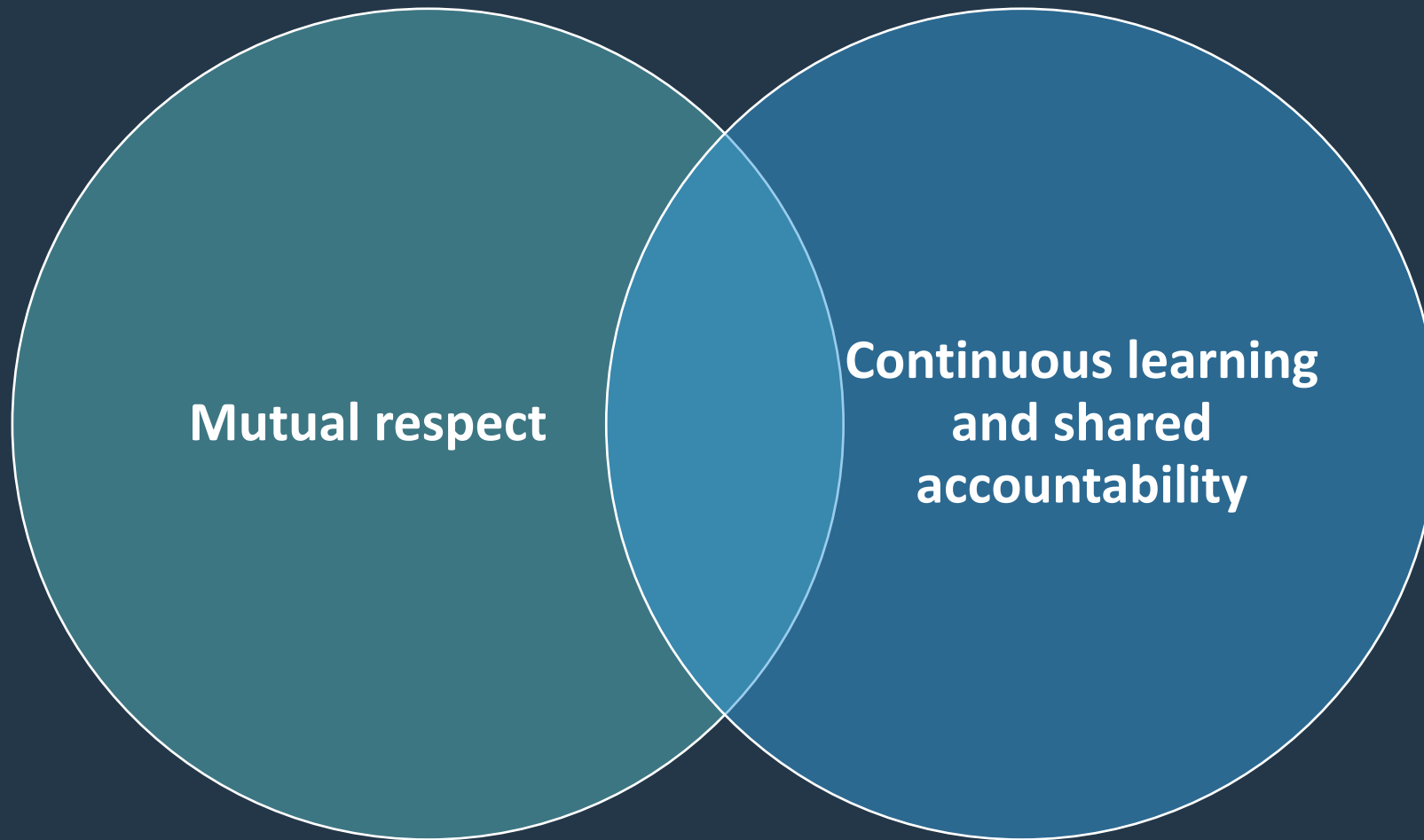
Is this possible?

Not 100% – But Collaboration is the key

- Like any relationship, success comes from compromise
- Aim for a win-win situation where both sides benefit
- It's not just an internal matter, it's an industry "request"
- Strong collaboration provides a competitive advantage

The logo for IONIC, featuring a stylized blue and white graphic above the word "IONIC" in bold, black, uppercase letters.

The Ideal Relationship



"Technology enables. People deliver."

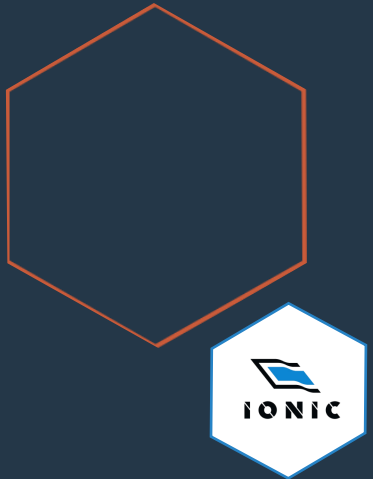




Key Takeaways

People +
Operations +
Technology =
Sustainable success

Understand,
Respect, Co-create





Thank you

Nicolas C. Timpelis

IT Projects Support Manager