

# User Perspective for Shipping Software

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# Tomasos Brothers Inc.

- Traditional Greek Shipping Company
- Our Group Presently Manages a fleet of:
  - Crude Oil Tankers
  - Product Carriers
  - Easy Chemical Tankers
  - Bulk Carriers
  - Passenger Ships



# Tradition Vs Innovation

- Big Contrast
- Target was people in the Company had to follow the innovations without feeling excessive stress
- Evaluate Existing Organizational Weaknesses
- Effective Management Cost-Wise
- High Standards Quality-Wise



# Unique Path Towards the Future

- Risk Management, Planned Maintenance, Benchmarking
- Increase the Standard and Reduce the Risk
- Long Term Cost Effectiveness
  - Running Costs
  - Income
- Identification of Liabilities
- Proof of Due Diligence of the Manager



# Common Considerations when Purchasing Software

- Common Difficulties vs Software Specific Factors
  - Hardware
  - Human Resources
  - Training Needs
  - Procedural Re-Organization
  - Least Impact with the Existing Ship and Company Procedures
  - User Friendliness



# Choice of Software [2].

- Impact of Software In the Organization
  - The Software Vendor Should Understand the Routines and Procedures Followed by a Shipping Company
  - Flexibility and Adaptability
  - Software must help Senior Managers coordinate many disparate issues
- Tailor Made Solutions
  - Lack of Standardization
  - Lack of Previous Experience of Programmers
  - High Design Costs for One Company
  - Inadequate Support and Maintenance for use and training afterwards.

# PMS and Non-PMS

- PMS Program is the Fulcrum of the Shipping Software around which the Others are Built
- PMS is only a Part of the Whole Scenario
- Non-PMS Items :
  - Sudden Machinery Breakdown
  - Class
  - PSC
  - Vetting
- Nonsense to follow a Separate Procedure
- Most of Existing Programs Cannot Deal Adequately
- Primary Factor for the Choice of a PMS is How It Deals with Non PMS Issues



# Our Choice

- Integrated Platform with Tailor Made Features
- Based on User Defined Tasks
- Flexible enough as a Tailor Made Program
- Small Impact in the Re-Organization
- Can Handle the Reporting-Solution Process almost automatically and conceptually in the way we were doing before
- Not a “One-Man Show”



# Marketing Strategy of Software Vendors

- Emphasizing the Assets and Hiding the Defects
- Prevention :
  - Trial Period
  - Feedback from Pioneers



# Software for TMSA

- Statistics, Benchmarking, Kpi's
- Improve Standards and Reduce Accidents through a Risk Analysis made by means of :
  - Proportional & Integral Process Controller
  - Derivative Process Controller
- Need of a Tool which can provide easy Feedback of Statistics



# Reporting System

- PMS integrated with Reporting System, Quality Control, Purchasing, Non-PMS , which are part of same Decision Making Process
- Impossible to read all daily messages
- Filtering gives excessive authority to Communication Dept.
- Traditional Document Management System needs :
  - Recognition of Incoming Data
  - Retrieval of Historical Data
  - Decide and Act



# Reporting System [2]

- Traditional Document Management has the Disadvantage that is :
  - Easy to Lose Vision of the Whole
  - Difficult to Correlate Cases
  - Difficult to Identify Common Causes
  - Difficult to Make Historical Analysis
  - Easy to Lose Data
- PMS should be integrated with an Efficient Reporting System in order Each Task to be Properly Classified and Tracked



# Data Base

- Data Entry Requires Time
- Vendors Avoid to give Proper Emphasis to the Preparation Work Needed for the Structure and Population of the Data Base
- Outcome is :
  - Many companies have the Utopia of an In-House DB Population without External or Additional Experienced Human Resources
  - Unstructured Data Base full of Duplications and that Takes Long Time
  - Loss of Confidence about Effectiveness of the Program



# CONCLUSIONS

- Software Became Essential for a Shipping Company as much as a Screw Driver is for an Engineer
- Buy PMS from Experts also in Shipping
- Primary Factor should no be the Cost of the Program but Its Impact on the Existing Company Procedures
- Gather Comments of Pioneers and Test Programs By Your Own in order to Evaluate Time Required to Perform a Data Entry and whether is User Friendly
- Prefer a Common Platform that can Deal with Non-PMS Issues by means of an Integrated Reporting System , Quality and Purchasing
- Statistics are essential for Risk Analysis and in general for TMSA
- Budget for Data Base to be Defined and Populated by Experts

