

Selection & Implementation of Shipmanagement Software



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Digital Ship
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Navigo Shipmanagers

- Medium sized Company established in 1985
- Member of the Schulte Group in Germany
- Founding Member of ISMA
- ISO 9001certified for shipmanagement & crewmanagement
- Manages a fleet of 56 vessels of various types

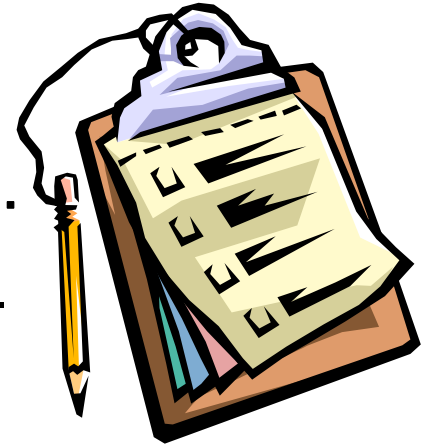


Presentation Outline

1. Selection Process of a software system
2. Implementation Process
3. Key Success Factors

1. Selection Process

- a. Analyze our company's business processes.
 - List the company's business processes in place.
 - Evaluate these processes.
 - Consider whether some processes need to be improved, streamlined, or discontinued.
 - Find out what users think about them (i.e. effectiveness, time consuming).



1. Selection Process

b. Set the selection criteria

- Ability of the system to fit the company's business processes
- Technical Specifications
- Supplier's reliability
- System's Cost



1. Selection Process

c. Search for suitable systems available

- Market research.
- Internet research
- Business Magazines
- IT conferences



1. Selection Process

d. Evaluate systems and select the most suitable

- List the strengths and weaknesses of each system on the basis of selection criteria.
- Ask for software presentations from those suppliers that look promising, involving all managers and key users.
- Make a shortlist of 2 or 3 suppliers and request installation of Demo versions for testing by users.
- Collect feedback from users, evaluate and finally select the most suitable system.



3. Implementation Process

a. Sell the idea of the new system to all users internally

Use of change management strategies like:

- **Education.** Explain the reasons for changing the system and how they will benefit.
- **Participation.** Actively involve people in the change process i.e. make them part of the implementation team
- **Facilitation.** Help people adapt and accept change i.e. training and support.

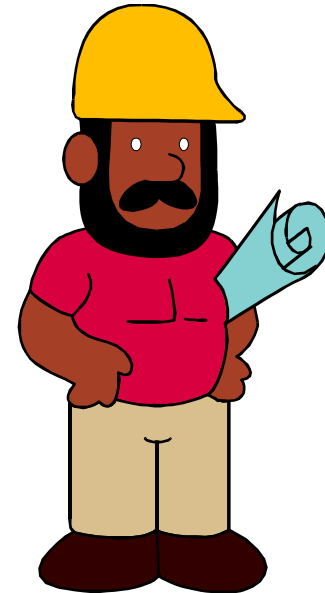


3. Implementation Process

b. Appoint Project Manager

Must have sufficient power, authority and technical knowledge to ensure the the project is:

- Delivered in time
- Delivered within the budget
- Delivered at high quality



3. Implementation Process

c. Plan the timing of the various implementation stages:

Office modules:

- Hardware acquisition and preparation
- Software installation by the supplier
- Data conversion from the old system
- Input of static data and system setup
- Users' training using real life data whenever possible
- Parallel running period
- Going live



3. Implementation Process

c. Plan the timing of the various implementation stages:

Vessel modules:

- Set up of vessel simulation environment in the office.
- Testing of all on board modules and communication on the simulation.
- Training of key crew members (Master and C/E) preferably in the office based simulation.
- On board installation, configuration and crew training by supplier's engineer together with office superintendent.



3. Implementation Process

d. Agree on customizations

- Must be carefully specified in writing and agreed by both parties.
- Must be specified after training in the standard version is completed
- Supplier must propose the most efficient way to adjust the software in order to achieve the desired results.
- Supplier must proceed with development of customizations in accordance with schedule and time agreed.



4. Key Success factors

- Top Management involvement.
- Choose the right software package.
- Appoint a capable Project Manager.
- Stick to the implementation plan and dates.
- Availability of staff for the extra work and time involved.



Thank you all for listening ! !

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