



Providing worldwide IT support for the vessels

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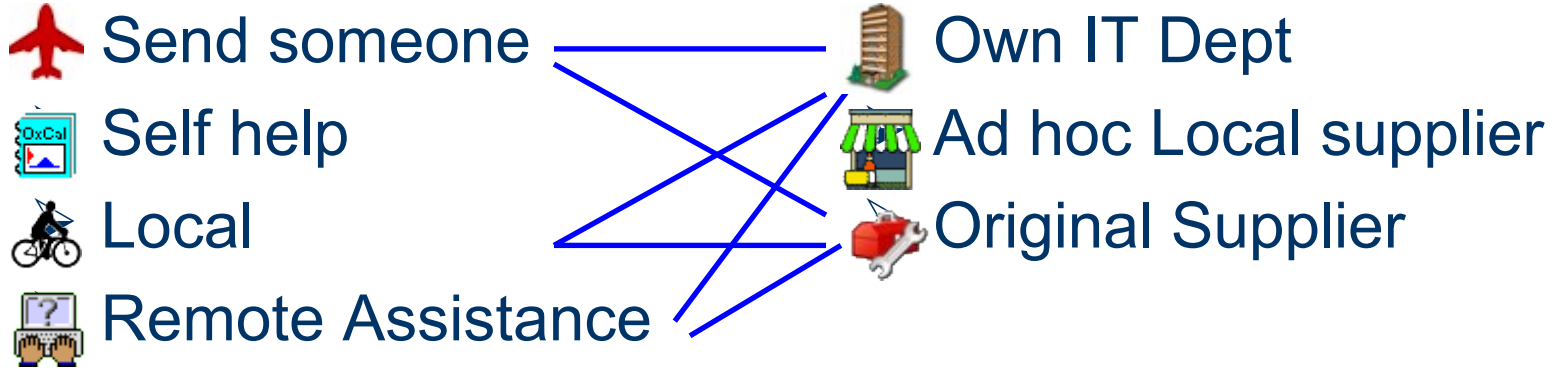
- Message to the converted?
- Simple or simplistic?
- Common sense?



Small problems / Big Problems

- Even a small problem is magnified by being remote
- An ongoing problem becomes a big problem
- Not fixing a problem gives an excuse not to use a system
- This escalates into procedures being ignored or disregarded

World of support choices



Issues

Maritime is a special environment with a different set of issues

- Cost of travel
- Language
- Time zones
- Over view of the Corporate requirement
- Immediacy of the problem
- Maritime knowledge and experience

Remote assistance

- What does the ship want
 - Fast solution to their problem
- What does management want
 - The same
 - No cost
- Remote assistance in various flavours
 - Email – at the simple level
 - Satellite desktop connection

Non Maritime suppliers not aware of issues

- “I’ll come back tomorrow”
- “We need to escalate this to the support dept dealing with hard disks”
- Cabling – not using cable trays and trunking.
Drilling fireproof bulkheads
- Terminology and maritime understanding



Partnership

Supporting the ships becomes a partnership between Ship Management and Supplier

Shipmanagement

- Standard Operating Environment
 - Hardware
 - Operating System
 - Software
- Procedures
 - Defines the expectations of management of how IT systems should be used
 - Standardised data structures
 - Operations Manual
 - KPI's
- Good Backup
 - Tested regularly

Supplier



- Would you buy a satcom or other key equipment from a manufacturer that only supports from its home location?
 - You expect a worldwide network with service in major ports

- Are your IT systems key equipment – even critical equipment - in today's rules environment?



Support Network

- Local Needs/ Local Language
- Time Zone
- Do not confuse a sales network with a support network
 - Technical Support (IT)
 - Maritime Business Support (Super User +)

Integrated organisation

AMOS Support Centres



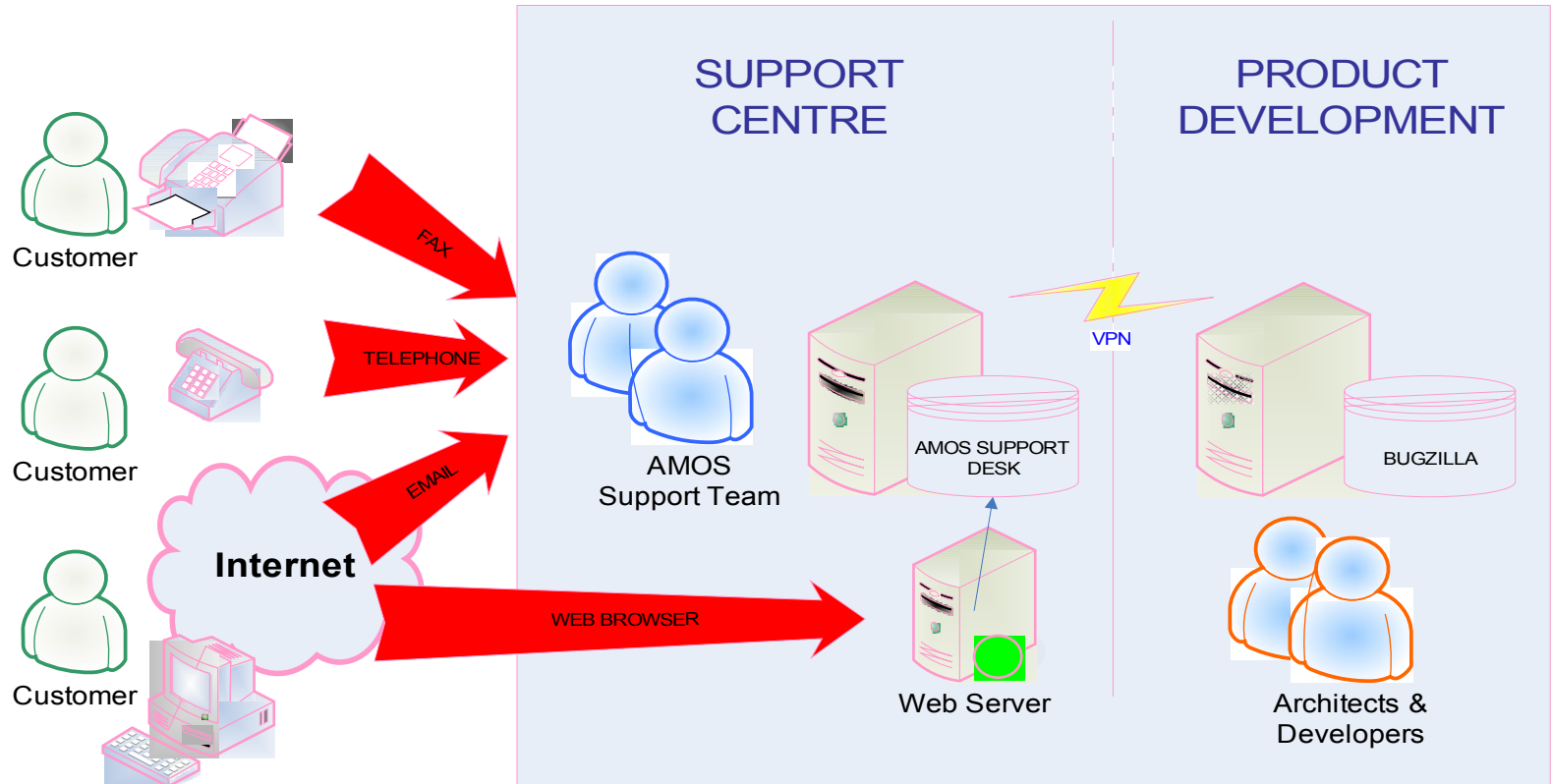


People & Skills

- Simple Networks
- Operating System
- Software
- Hardware
- Communications
- Windows Supervisor
- ODBC
- SQL

Support Tools

- Support desk / Project Management / Scheduling
- FAQ, Knowledge Base



Summary of support delivery

- Defined procedures
- Location, Location, Location – a world wide network
- Specialist skills combined with Maritime experience
- **Partnership between Management and Supplier**
- **Investment**
 - **Infrastructure**
 - **People**
 - **Support Tools**
 - **Training**





Wherever you need us

