

Bergshav Management AS



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21st March, 2007

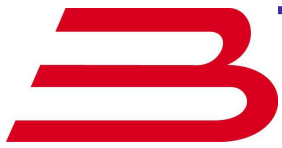




Introduction

- Experience with outsourcing IT support
- Experience with electronic purchasing

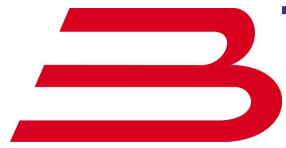




Experience with outsourcing IT support

- Maritime industry has a long history of outsourcing services and resources.
 - Technical Management
 - Personnel Management

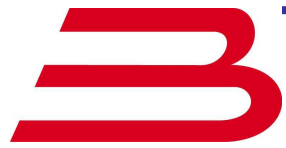




Outsourcing IT support .. Background

- Maritime industry has been somewhat slow to embrace advances in IT
- This has changed with implementation of new regulations such as ISM, ISPS

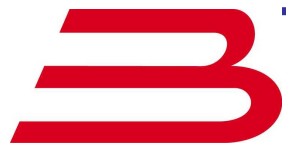




Outsourcing IT support .. Background

- However, today all stakeholders expect efficient and immediate access to information.
- Reliable and efficient communications and IT infrastructure has become a necessity.

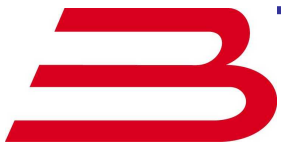




Outsourcing IT support .. Background

- Typical IT infrastructure on board consists of –
 - Server
 - 5 / More workstations in network
 - Communications PC
 - Training / Crew Welfare PC
 - Printers / Scanners





Challenges in providing support to vessels

- To provide 24 x 365 support
- To keep up with changing technology
- To familiarise with various software solutions
- Implementation and database services
- Crew Training





Why outsource

- Outsourcing non-core activities adds competitive edge
- Provides specialized perspective
- Add value to core business processes
- **REDUCES COSTS !**

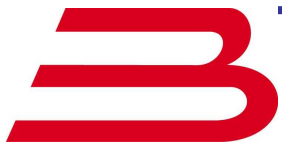




Experience with outsourcing IT support

- Strategic decision to argue IT resources for fleet IT standardisation and roll out was taken as early as 1996
- A co-operative partnership was sought that would provide strong maritime domain knowledge with IT expertise.





Experience with outsourcing IT support

- IT Services selected for outsourcing
 - Roll out of PC / LAN installation on board
 - Installation and implementation of Shipboard Information Systems
 - Training of crew
 - **24 x 7 help desk**

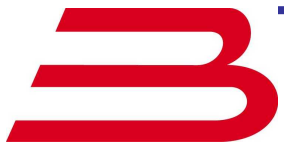




Selecting outsourcing partner

- Need to have strong maritime domain knowledge to have an overview of Shipboard Information systems
- Competence in PC/Networks for installation and troubleshooting
- Should be able to designate responsible person on 24 x 7 call.

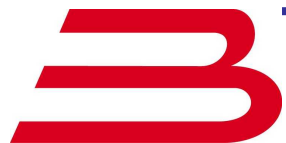




Experience with outsourcing IT support

What is the value addition from the outsourcing partner ?

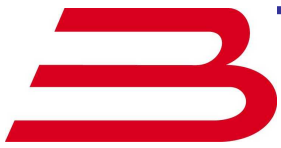




Value addition by outsourcing partner

- Implement and enforce fleet IT policy to ensure data integrity
- To monitor data 'content' quality generated by onboard systems for PMS, Purchasing, Incident Reports etc.
- To carry out routine audits of IT infrastructure on board.

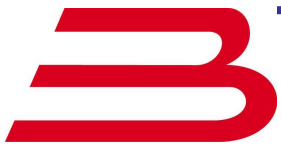




Controlling risks in outsourcing

- Transient Staff – Partner should have a long track record and ability to ensure continuity of service or knowledge transfer
- Changing technology – Partner should be capable of adapting to new emerging technologies.

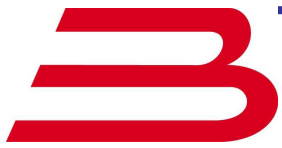




Controlling risks in outsourcing

- Reporting routines – Procedures of reporting on routine basis and criteria for escalation to be clearly defined.
- Evaluation – Define criteria for evaluation of support and services and discuss regularly any deficiencies.

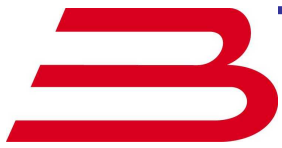




Experience with outsourcing IT support

- With this perspective the long association with Planmain Consultants from India was started.
- Today total fleet IT support, hardware as well as software and data for 13 vessels is managed with assistance from Planmain.

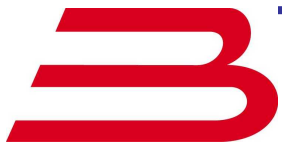




Experience with outsourcing IT support

- Benefits from long association with Planmain –
 - ‘One stop’ solution provider for all requirements
 - Vast knowledge base developed and helps in resolving problems quickly
 - Brings up IT competence of crew

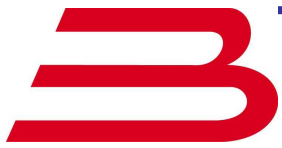




Experience with outsourcing IT support

- To summarise –
 - When outsourcing remember the 3 ‘C’s
 - Competence, Commitment and Cost
 - Build a relationship as a Partner
 - Selecting ‘one stop’ provider avoids delays in resolving problems when diverse systems are involved.

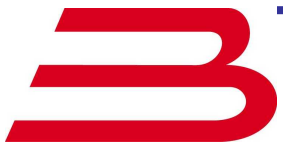




Experience with outsourcing IT support

- Controlled outsourcing of fleet IT is a win-win situation for all.

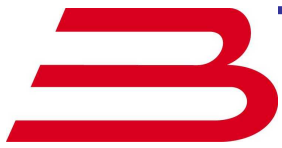




Experience with electronic purchasing

- Lessons learnt during implementation of an purchasing project.





Experience with electronic purchasing

- What do we understand by electronic purchasing ?
 - Various PC based purchase systems have been in use for a number of years.
 - However it is necessary to have a system that conforms to our process and procedures and not the other way around.

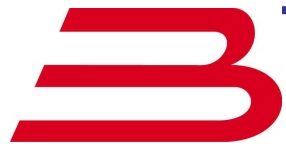




Experience with electronic purchasing

- Our objective
 - ‘Timely delivery of goods in cost effective manner’
 - Efficient resource management
 - Value addition to Purchasing Process.

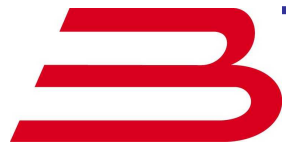




Experience with electronic purchasing

- Our requirements –
 - The system should closely follow the procedure and workflow defined.
 - Incorporate business rules
 - Updating of quotes and PO by seamless integration with either excel or solution provider like MTS.
 - Easy to operate and Web based.
 - Scheduled automated replication with vessel.

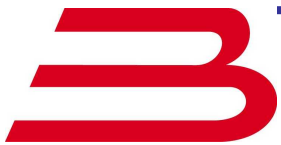




Experience with electronic purchasing

- In order to meet our expectations, implementation of 'Shipmaster ePurchase' was undertaken.





Shipmaster ePurchase - PO Detail - Internet Explorer provided by Dell
http://127.0.0.1:8888/EXEC/74/0xorbsiLvmbxrt1eq2kau0ebhce6

Shipmaster ePurchase - PO Detail

Shipmaster Web Systems (TS)

Purchase Order Details

[Refresh](#)
[Save Changes](#)
[Cancel Changes](#)
[Print Detail](#)
[Recalculate](#)
[File PO](#)
[Reset PO](#)
[Copy As Requisition](#)
[View Quotations](#)

Purchase Order Details

Site: Berana Status: Sent
Req. No.: 01201-2006-10004 Title: AQ 5 Fuel boost pump - Suntec

Detail | [Vessel Comments](#) | [Items](#) | [Attachments](#) | [Approval History](#) | [Audit View](#)

Req. Type: SPARES REQUISITION Department: ENGINE
Account Code: 960640 Currency: NOK
Equip No.: 64600010 BURNER, OIL, OF & EG BOILER
Vendor: Stensbyes_Maski Stensbyes Maskinforretning A/S
Delivery Port: TBN Priority: URGENT REQUISITION
Deliver To: To_be_nominated To be nominated
Confirm. Ref.:

Requested: 15/11/2006 Deliver By: 15/11/2006 Approved: 15/11/2006
Ordered: 14/4/2006 Confirmation:
At Forwarder: Received on board:

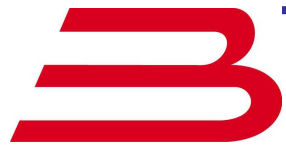
Est. Total: Discount (%): 0.00
Item Total: 7650.00 Freight: 0.00 Others: 0.00
Final Total: 7650.00 Final Total (Base): 1217.77 USD

Invoice No.: 260125 Amount: 7650.00 Final Invoice: Yes
Remark:

[Log Out](#) [Close](#)

http://127.0.0.1:8888/EXEC/74/LNKREFRESH Local intranet | Protected Mode: Off 100%

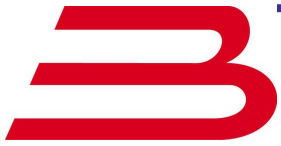




Experience with electronic purchasing

- Few benefits -
 - Simple user interface
 - Seamless notifications for approval process
 - Vendor quotes are sent as Excel or via MTS and notification messages sent.
 - Simple Quote comparison
 - Notification to Freight Forwarders





Shipmaster ePurchase - Quotation Comparison - Internet Explorer provided by Dell

http://127.0.0.1:8888/EXEC/83/0xorbsi1vmbxrt1eq2kau0ebhce6

Shipmaster ePurchase - Quotation Comparison

Shipmaster Web Systems (TS)

Shipmaster ePurchase

Refresh
Save Changes
Cancel Changes
View Quotation
View Quotation Lines
Delete Quotation
Send Quotation
Ready for Approval

Site: Berana
Status: Quotation
Req. No.: 01201-2007-0045
Title: ANEMOMETER

	IMATECH_BV	KLEVENBERG	SH_TRADING
Sent Date	04-03-2007	04-03-2007	04-03-2007
Sent By	TS	TS	TS
Received Date	08-03-2007		
Validity Date	07-04-2007		
Currency	EUR	USD	USD
Quoted Total	0.0	0.0	0.0
Discount	0.0	0.0	0.0
Net Total	1305.2	0.0	0.0
Net Total (USD)	1672.4	0.0	0.0
Approved Date			
Approved By			

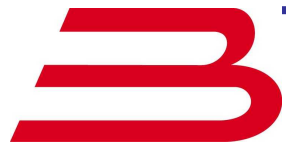
Part Name	Qty.	Net Quoted	Net Base	Net Quoted	Net Base	Net Quoted	Net Base
1 Wind Speed Sensor 2740, Clipping	1.0	3.4	4.4	0.0	0.0	0.0	0.0
2 Housing with Shaft and bearing Assembly	1.0	363.7	466.0	0.0	0.0	0.0	0.0
3 Wind Dirn Sensor 3590: Damping Fluid, 25ml	1.0	30.9	39.6	0.0	0.0	0.0	0.0
4 Wind speed sensor 2740 : Brg Assembly, 2	1.0	179.9	230.6	0.0	0.0	0.0	0.0
5 Rotor With Skirt And Magnet, 2817	2.0	727.3	931.9	0.0	0.0	0.0	0.0

Log Out Close

Done

Local intranet | Protected Mode: Off 100%

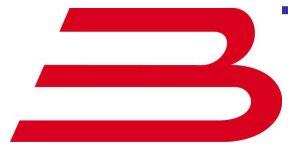




Experience with electronic purchasing

- Lessons learnt –
 - Quality of data in Inventory and Purchasing should be thoroughly validated.
 - Clearly define ‘ownership’ of critical registers like vendors.
 - Avoid temptation to not follow up on procedures

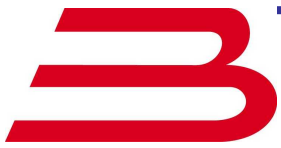




Experience with electronic purchasing

- Way forward –
 - Integration with Freight Forwarders
 - Integration for electronic invoicing





- To Summarise –
 - Let the system work for you and not the other way around.
 - Integration in both directions, i.e., vendors as well as freight forwarders will make purchase process more efficient.





Bergshav Management AS

Thank You.

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Grimstad

21st March, 2007

