

TEEKAY MARINE SERVICES

What does IT have to offer?



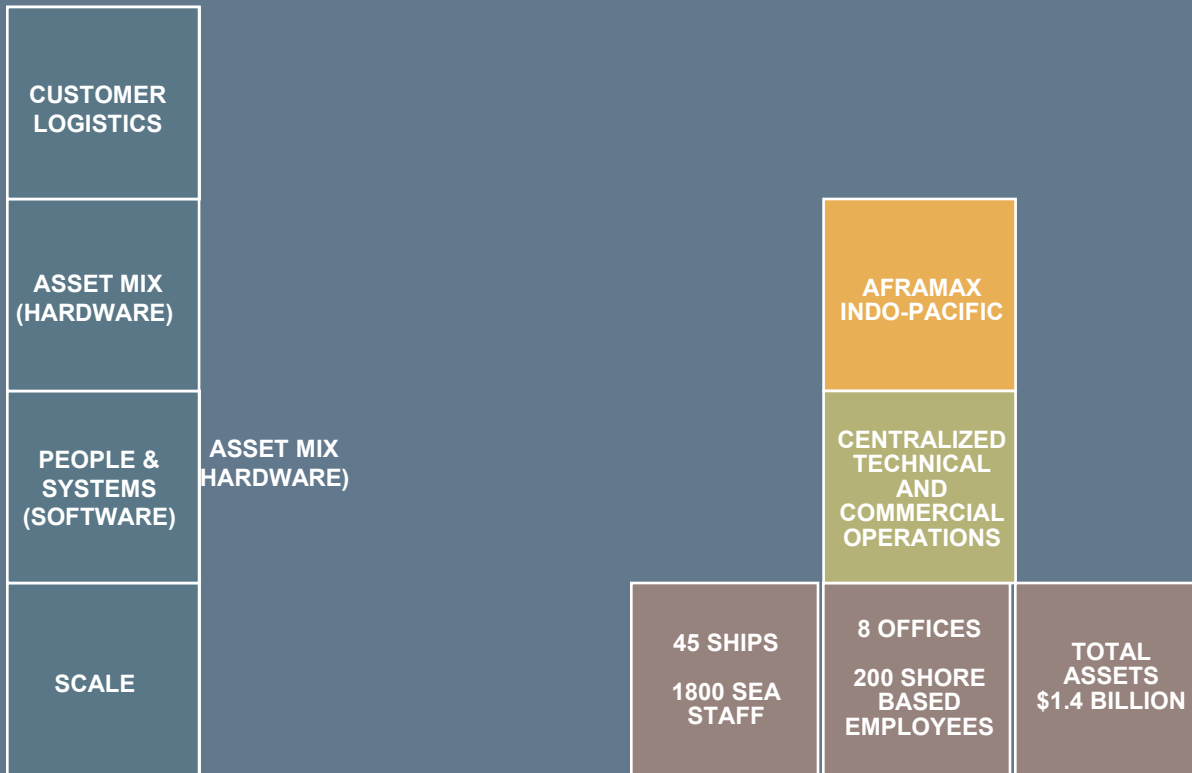
▶ TEEKAY – THE MARINE MIDSTREAM COMPANY®

Teekay – A Global Franchise

- ▶ Founded 1973 by the late Torben Karlshoej
- ▶ Transnational company with 5,100 employees worldwide
- ▶ Largest tanker company by market capitalisation (NYSE: “TK”)
- ▶ Transporter of more than 10% of the world’s seaborne oil
- ▶ Leading franchises in shuttle tanker and conventional tanker segments
- ▶ Fastest growing independent LNG shipping company
- ▶ Growing presence in the offshore sector
- ▶ Recognised leader in safety, quality, and service



The Teekay Business Model (1998)



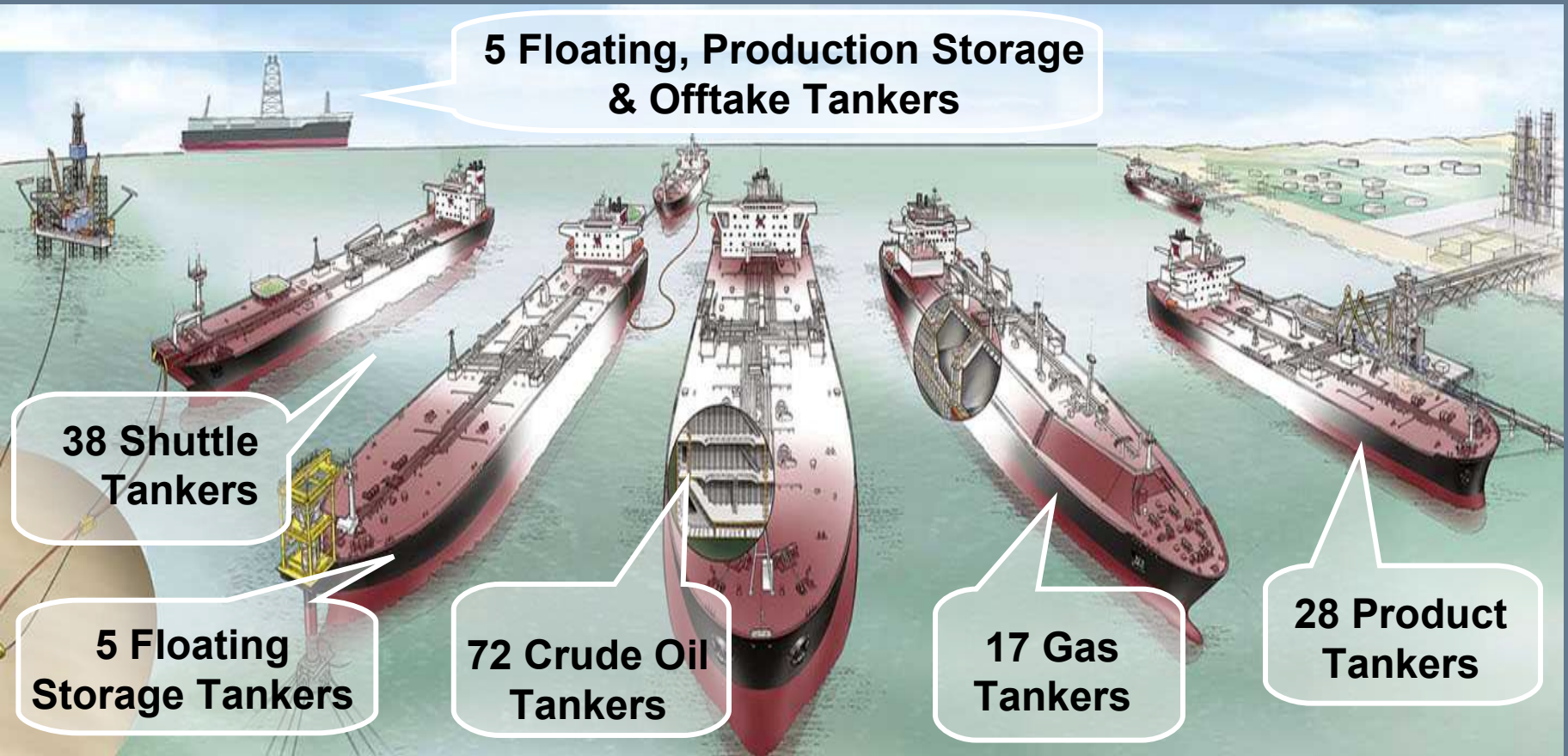
The Teekay Customer Platform (2006)

...moving up the value chain

CUSTOMER LOGISTICS	NCS EMISSIONS CONTROL PROGRAM (VOC)	OFFSHORE LOADING LOGISTICS (NAVION)	EMBEDDED CHARTERING AT ASTRA OIL	BHPB MARINE OUT-SOURCING	CONOCO PHILLIPS STRATEGIC L/T CHARTERS	CALTEX AUSTRALIA OUT-SOURCING	SPT LIGHTERING J/V	STRATEGIC COAs	OFFSHORE OILFIELD SERVICES	CEPSA STRATEGIC L/T CHARTERS		
ASSET MIX (HARDWARE)	SHUTTLE TANKERS	CRUDE OIL TANKERS			PRODUCT CARRIERS			SPECIALIZED		FSOs FPSOs	LNG/LPG CARRIERS	
		VLCC	SUEZMAX	AFRAMAX	LR II	LR I	MR	SHORT-SEA	LIGHTERING SHIPS			ICE CLASS
PEOPLE & SYSTEMS (SOFTWARE)	BUSINESS INTELLIGENCE SYSTEMS	INDIVIDUAL BUSINESS UNITS FOCUS ON BD/CUSTOMER RELATIONS				REGIONAL MARINE, TECHNICAL & CUSTOMER SERVICE CENTRES	CENTRALIZED STANDARDS TEAMS				TRAINING BUSINESS	PROJECT MNGM'T
		TANKERS	SHUTTLE	GAS	OFFSHORE		HSE / RISK MGMT.	PEOPLE DEV.	ASSET QUALITY	PROJECT EXECUTION		
SCALE	150 VESSELS OWNED, CHARTERED AND/OR MANAGED 25 NEWBUILDINGS ON ORDER 4800 SEA STAFF		21 OFFICES 800 SHORE BASED EMPLOYEES			TOTAL ASSETS \$7 BILLION				PUBLICLY LISTED LNG and OFFSHORE COMPANIES		



Leader in Marine Energy Transportation



5 Floating, Production Storage & Offtake Tankers

38 Shuttle Tankers

5 Floating Storage Tankers

72 Crude Oil Tankers

17 Gas Tankers

28 Product Tankers

CUSTOMER

PEOPLE

FINANCE

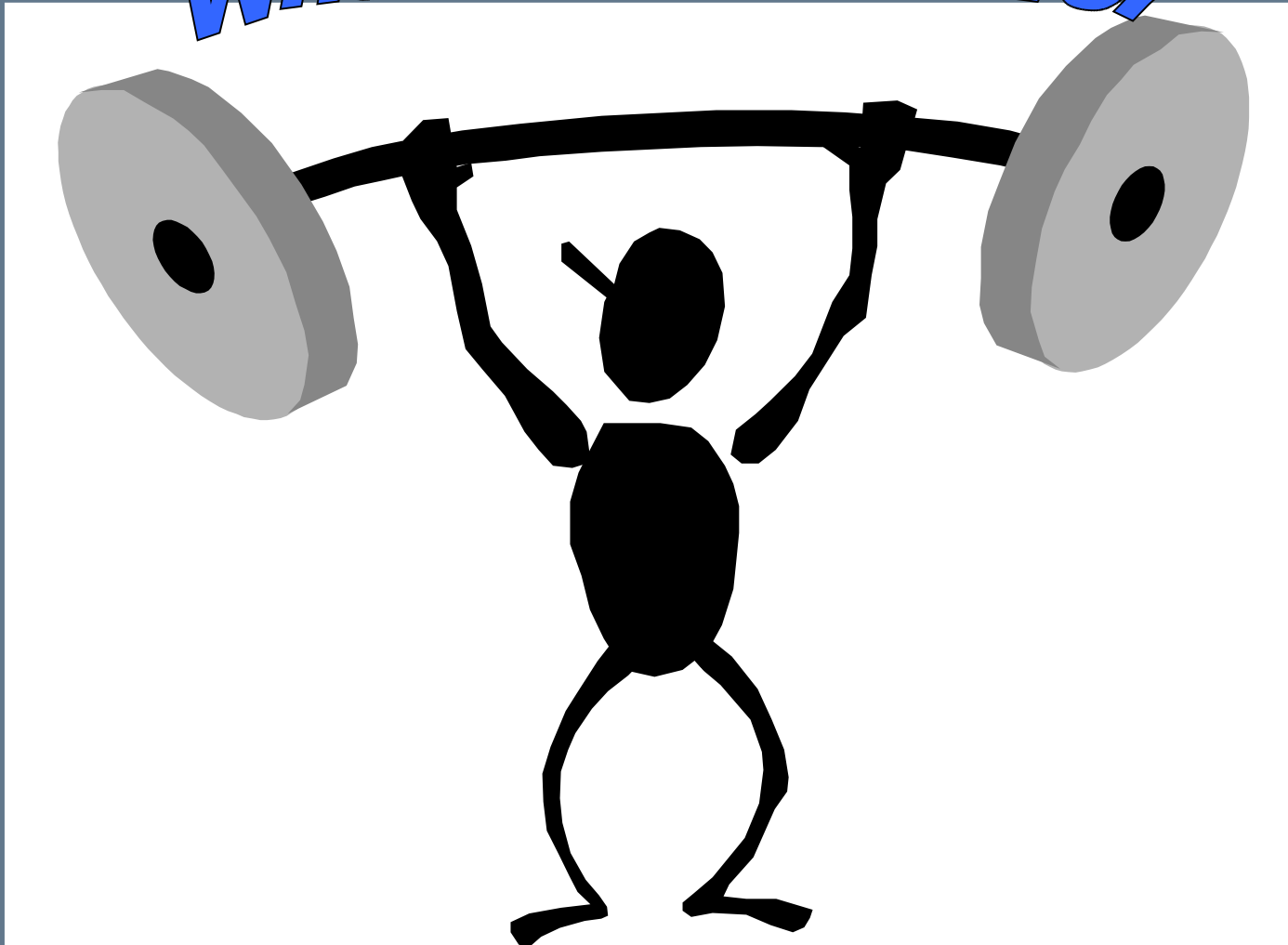
OPERATIONS

The Teekay Marine Midstream Concept



OPERATING FROM A POSITION OF IT STRENGTH

What IT can offer



What is IT's role?

- ▶ What does IT expect of itself:
 - ▶ Provide service & support
 - ▶ Implement technology
 - ▶ Deliver projects
 - ▶ Value creator?

- ▶ What is expected of IT:
 - ▶ Keep the lights on
 - ▶ Support & service
 - ▶ Cost efficiency
 - ▶ Deliver IT projects
 - ▶ Be fast
 - ▶ Responsive to growth
 - ▶ Etc etc...



5 Key Areas of Focus

- ▶ Organize
- ▶ Build trust and credibility
- ▶ Market
- ▶ Operate from strengths
- ▶ Understand and address weaknesses

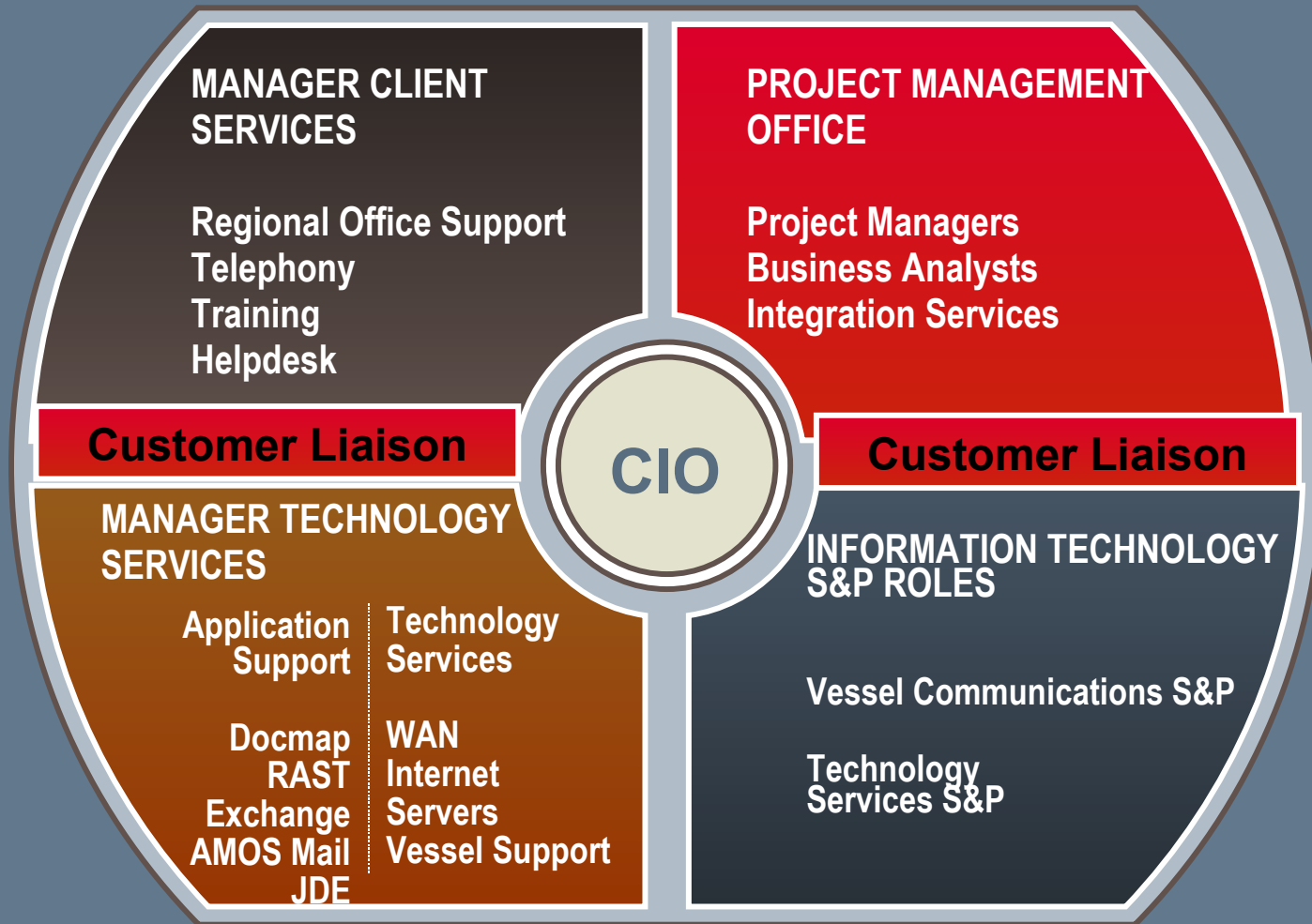


Ensure IT Organized for Success:

- ▶ Technology Services
- ▶ Support Services
- ▶ Projects
- ▶ Standards & Policies
- ▶ Customer Facing Roles

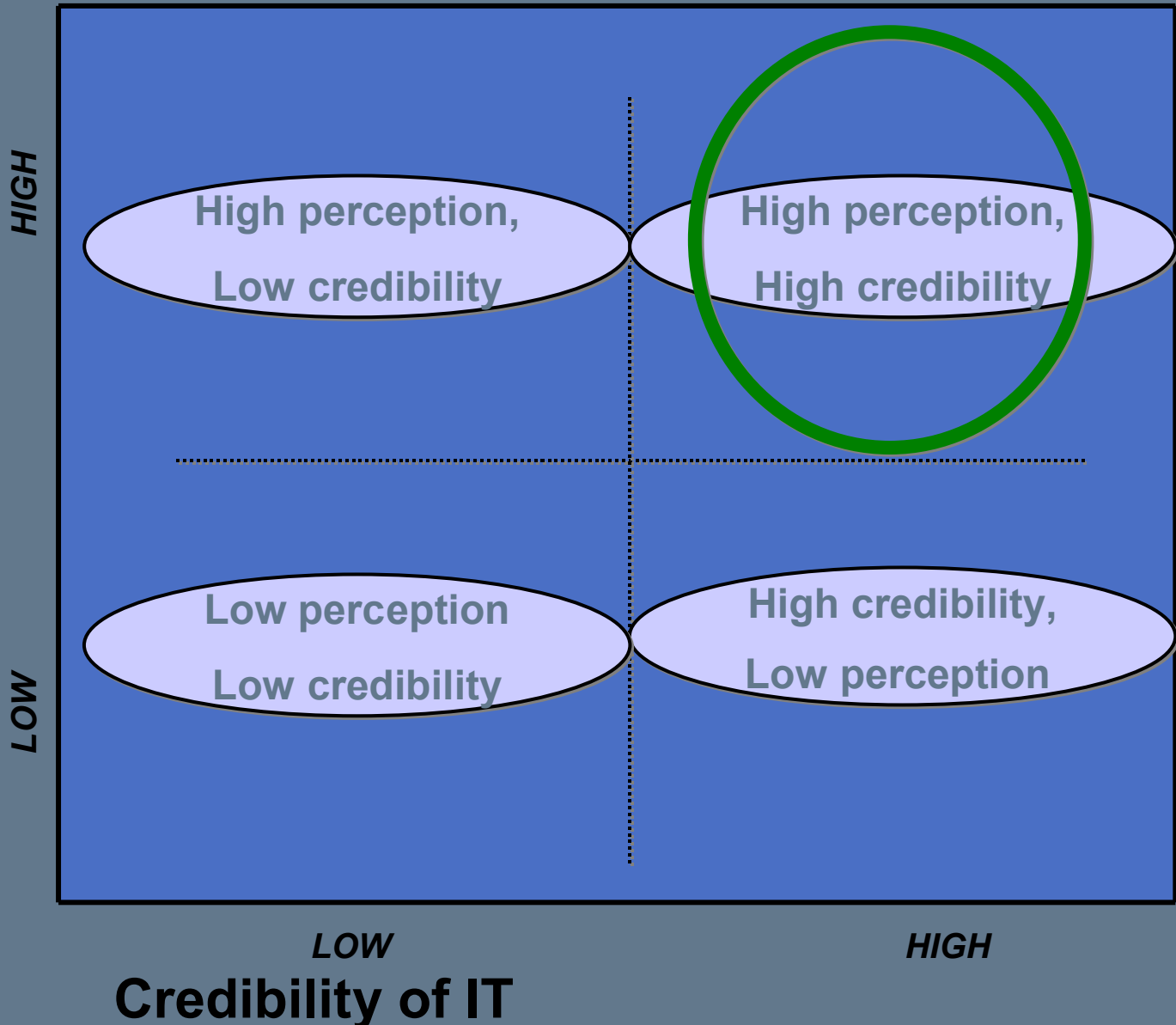


Organization



Ensure IT rates on the Credibility Scale

Perceived
need for IT



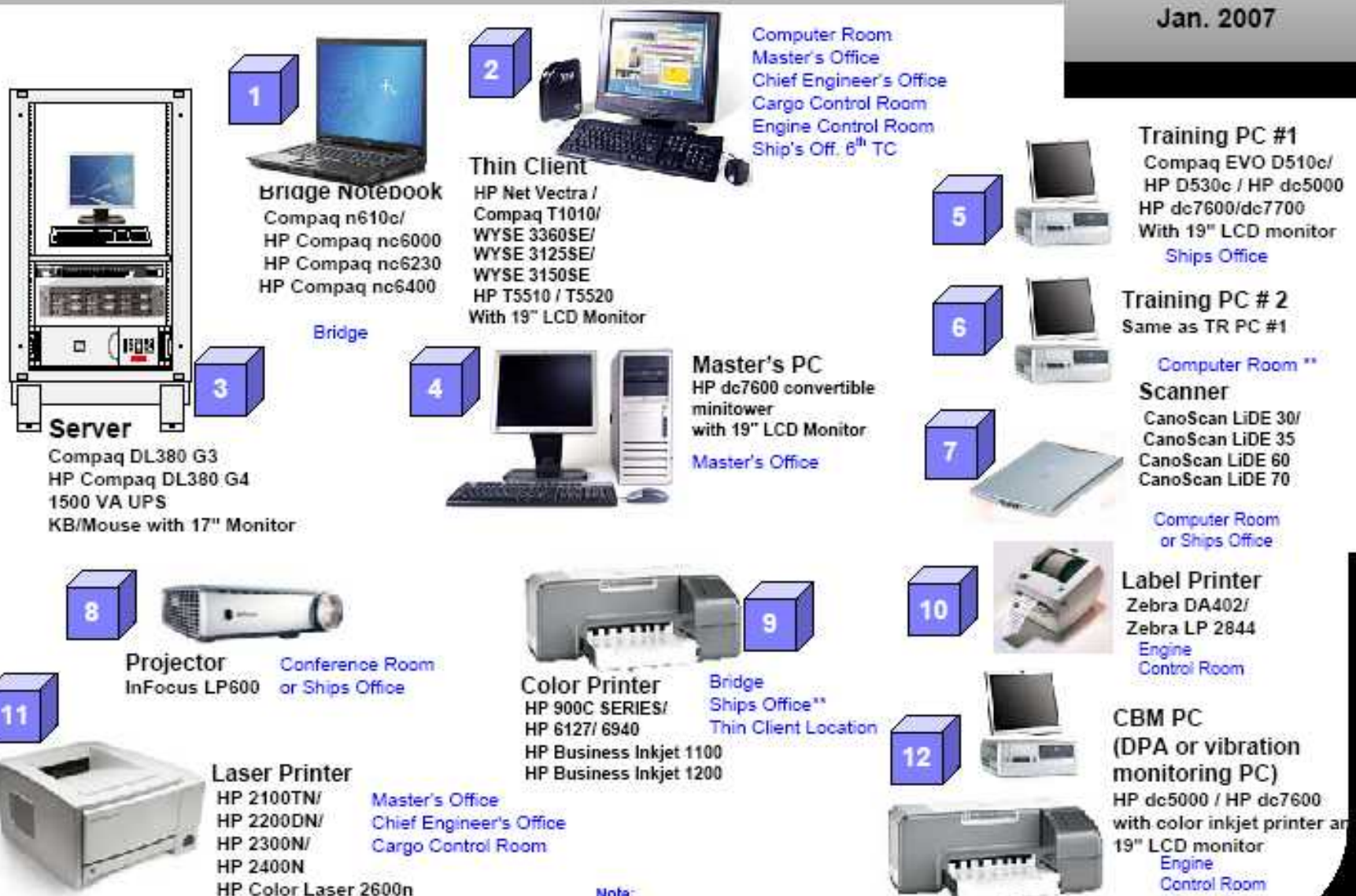
Building Trust & Credibility

- ▶ Understand how IT is perceived in your organization
- ▶ Set goals and targets
- ▶ Motivate & Communicate
- ▶ Deliver – Deliver – Deliver



Teekay Vessel Systems, Recommended Standard Architecture v3.4

Jan. 2007



Note:
** Location is Optional

Related Documents:

FM0180 - Information Technology (IT) Change Request Form
 000124 - Old and unused IT equipment

Hardware & Software

Standardization:

- ▶ Standard hardware & software supplied to all Teekay owned vessels
- ▶ Ship test server environment in Vancouver
- ▶ Enables better support by IT resources
- ▶ Allows for smoother change of command
 - IT environment is not an issue
- ▶ Allows better vendor support & documentation
- ▶ Application Release/Rollout window
 - manages change



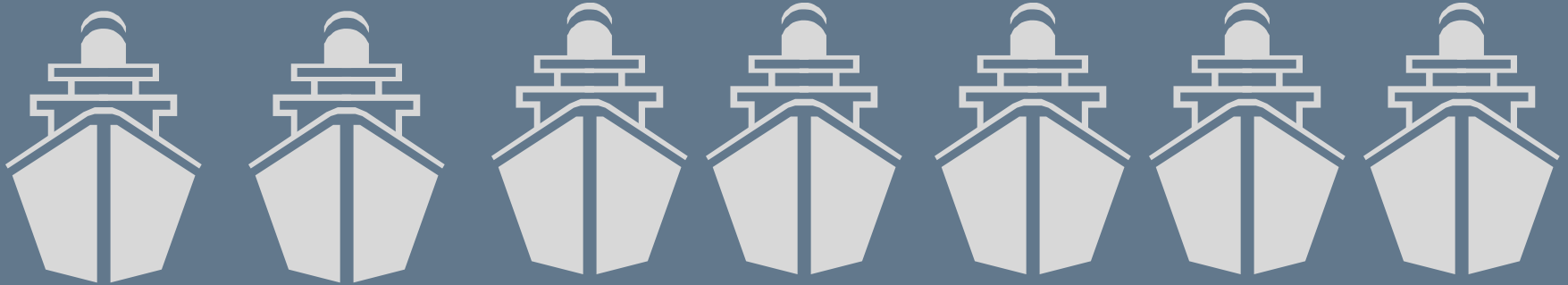
IT Vessel SW - Gold Disk 15 – update to 17

- Adobe Acrobat Reader
- AMOS Mail / Lotus Notes
- AND Call Track
- Digitrace/Chartco
- Docmap Remote & Distribution
- EDIMAR Replication
- Maritime Workstation
- SIMS
- MS Office Professional
- Newslink
- Norton Anti Virus
- Oracle
- Orion Professional
- Portview by Fairplay
- Quick View Plus
- Port Agent Directory
- RAST & AMOS M&P
- Refman
- Seagull
- Ship Administration System (SAS)
- Total Tides
- Veritas Backup Exec
- Vessel Information System
- Windows 2000/2003 Server
- Winzip
- XML Tool



Teekay's Global IT Vessel Support

- ▶ IT Resources in key ports
- ▶ Vessels report to a single email address for support
- ▶ Vessels visited by IT support technician twice yearly



Vancouver

Stavanger

Grimstad

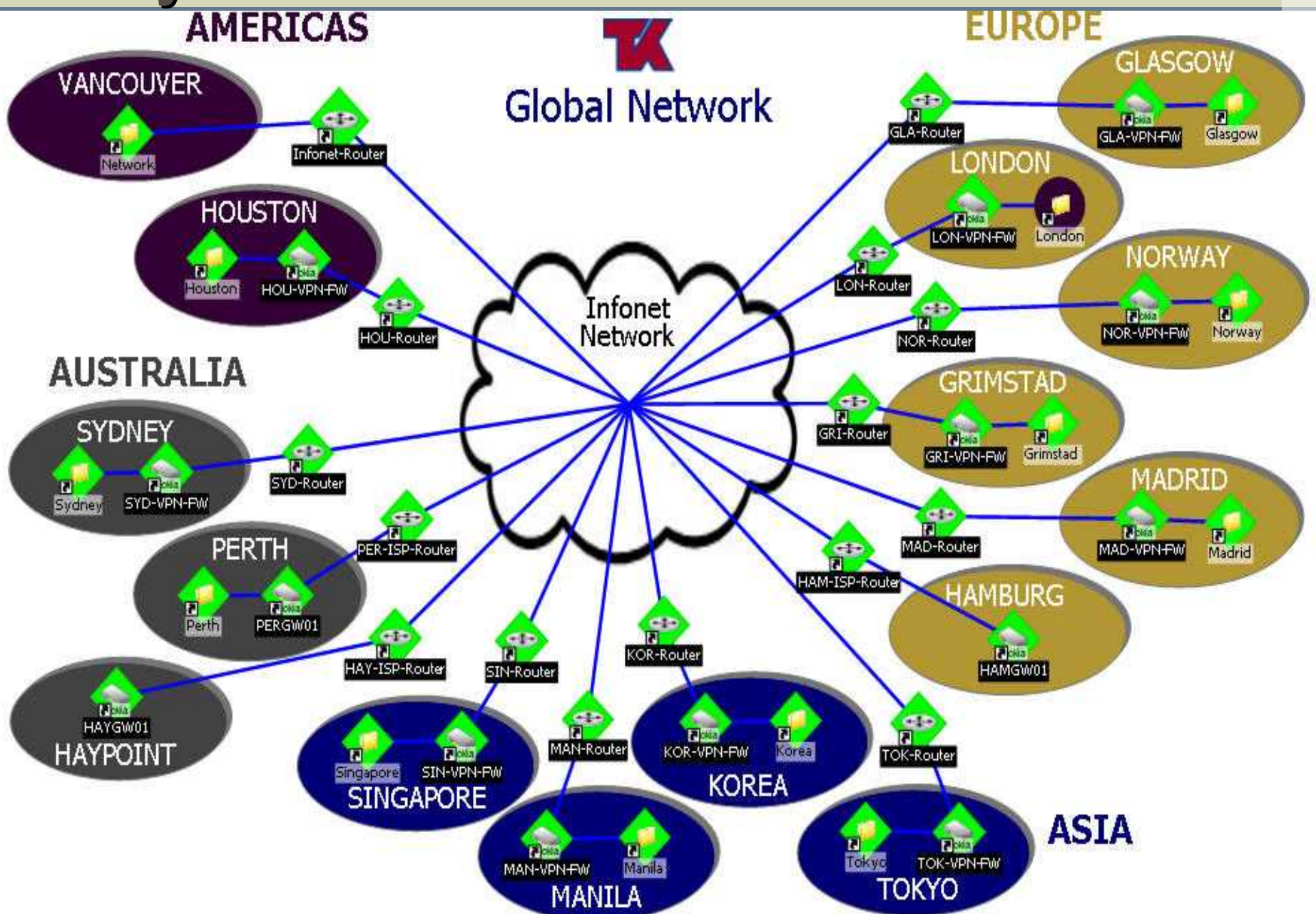
Newbuilds

Sydney

Singapore

Houston

Teekay IT – A Global Network

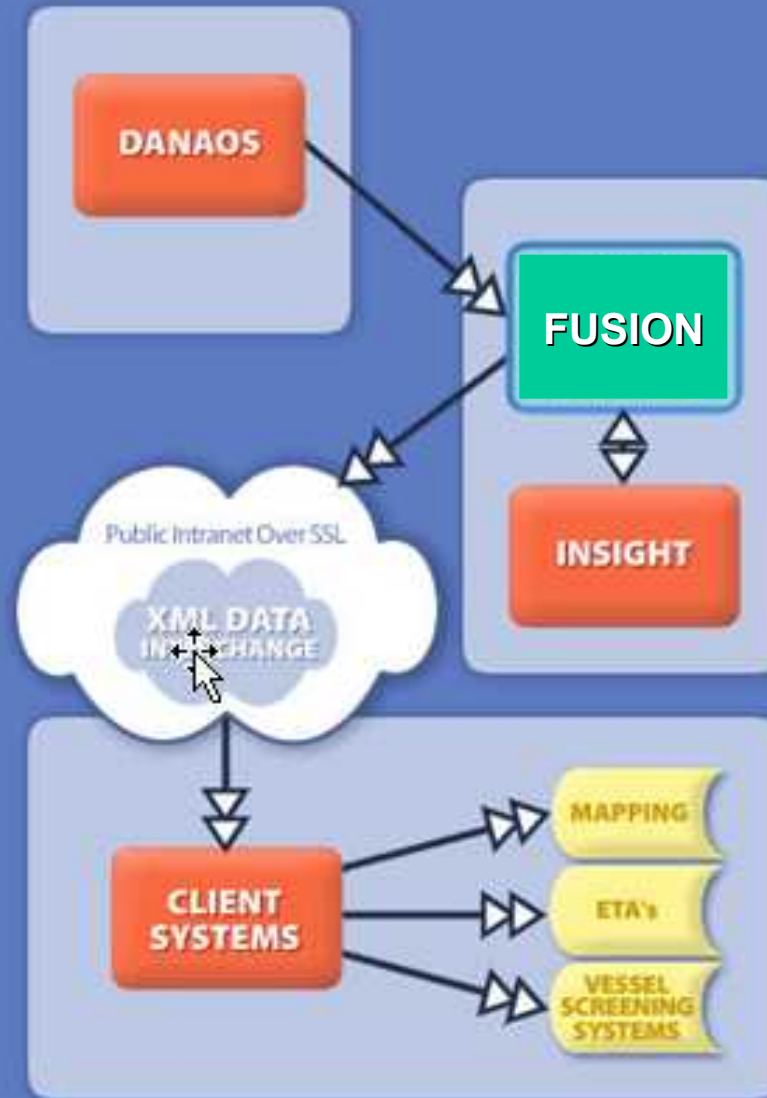


Market IT Effectively

- ▶ Why market IT to the business
- ▶ Need buy in from your department
- ▶ Identify key messages
- ▶ Identify your audience
- ▶ Find crusaders
- ▶ Develop strategies
- ▶ Be consistent



Fusion – Adding value



Operate from Strength

- ▶ Processes & Change Management
- ▶ Project Management
- ▶ Version & Quality control
- ▶ Standards



Understand Weaknesses

- ▶ Customer Facing
- ▶ Understand and speak the language the business
- ▶ Understanding the business
- ▶ IT Staff without shipping background
- ▶ Lack of business relevant goals



The Top 5

- ▶ Organize
- ▶ Credibility & Trust
- ▶ Market IT
- ▶ Use your Strengths
- ▶ Address your Weaknesses



Operate from IT Strength



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