

Eitzen Group



- Developments with IT over the past 12 months:
- implementing Group wide IT support
 - standardizing IT across the group

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EITZEN GROUP
Est. 1883

Agenda

- **Situation**
- **Development over the last 12 months**
- **IT focus areas 2007**



Eitzen Group

Eitzen Group is unique due to:

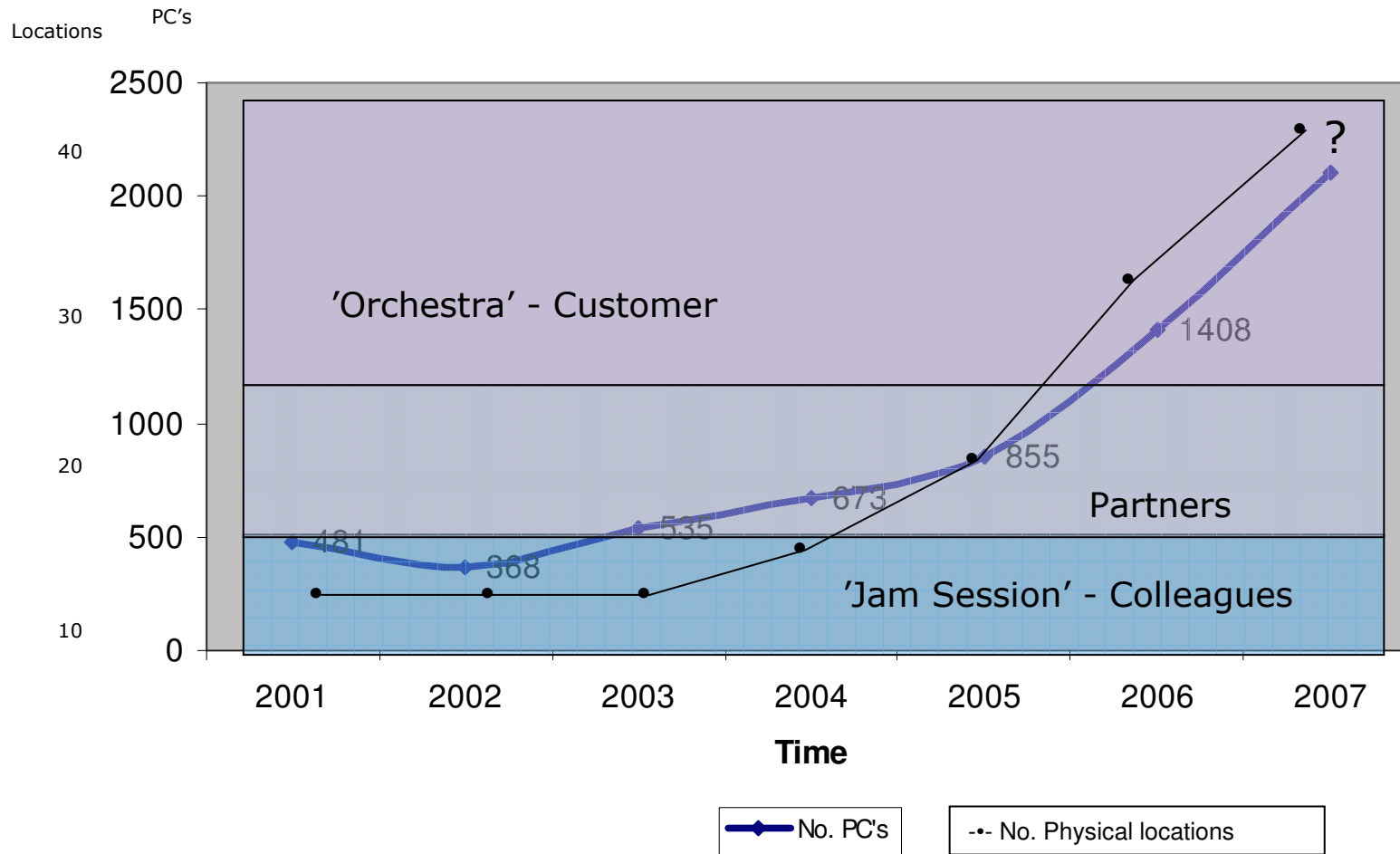
- 3 stock listed companies under the same “roof”
- 220 vessels in ownership, or financially/commercially controlled
- 115 vessels in technical management
- 220 vessels in crew management

All companies benefiting from sharing of:

- In-house legal services
- Technical competences
- Administration services



Eitzen Group in IT numbers



Complexity increases when adding more customers to current IT Business interaction

$$\text{Contact points} = \frac{n^2 - n}{2}$$



Offices	=	<u>2004</u>	<u>2007</u>	Contacts
Employees	=	78	820	Contact points
		11.175	150.975	

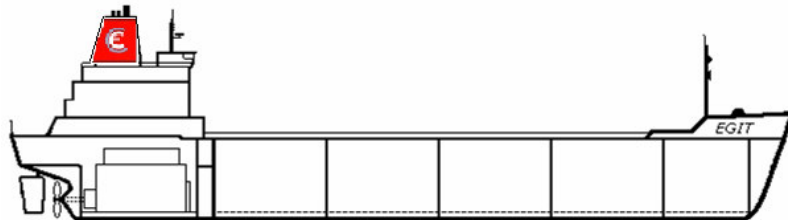
IT Direction

Based upon Group development and prioritization

1. Eitzen Group Vision statement

Through dedication and innovation we will make a difference

2. Eitzen Group IT direction



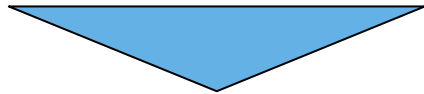
- Be Business driven!
- Be Cost efficient from a Group perspective
- Ensure transparency of what we are doing and why we are doing it
- Deliver end to end services to our customers

3. Eitzen Group IT Strategy

Build on our common Values : Human Touch, High Ethics, Dedication & Innovation

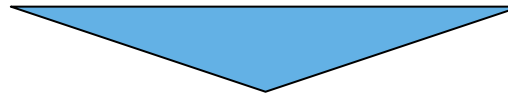
The IT Challenge

Cost Efficiency



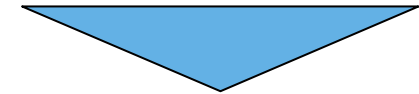
- Cost of IT
- Economics of Scale
- Cost effective IT Standards

Business Value generation



- Ability to react to Group requirements
- Increased requirement for Time to deliver
- Share and Reapply
- Facilitator of business efficiency capturing
- Facilitator of business process optimization

Risk Management



- Competences
- Technical Risks
- Compliance Risks
- Enterprise Risks "one man dependency" "Skills"

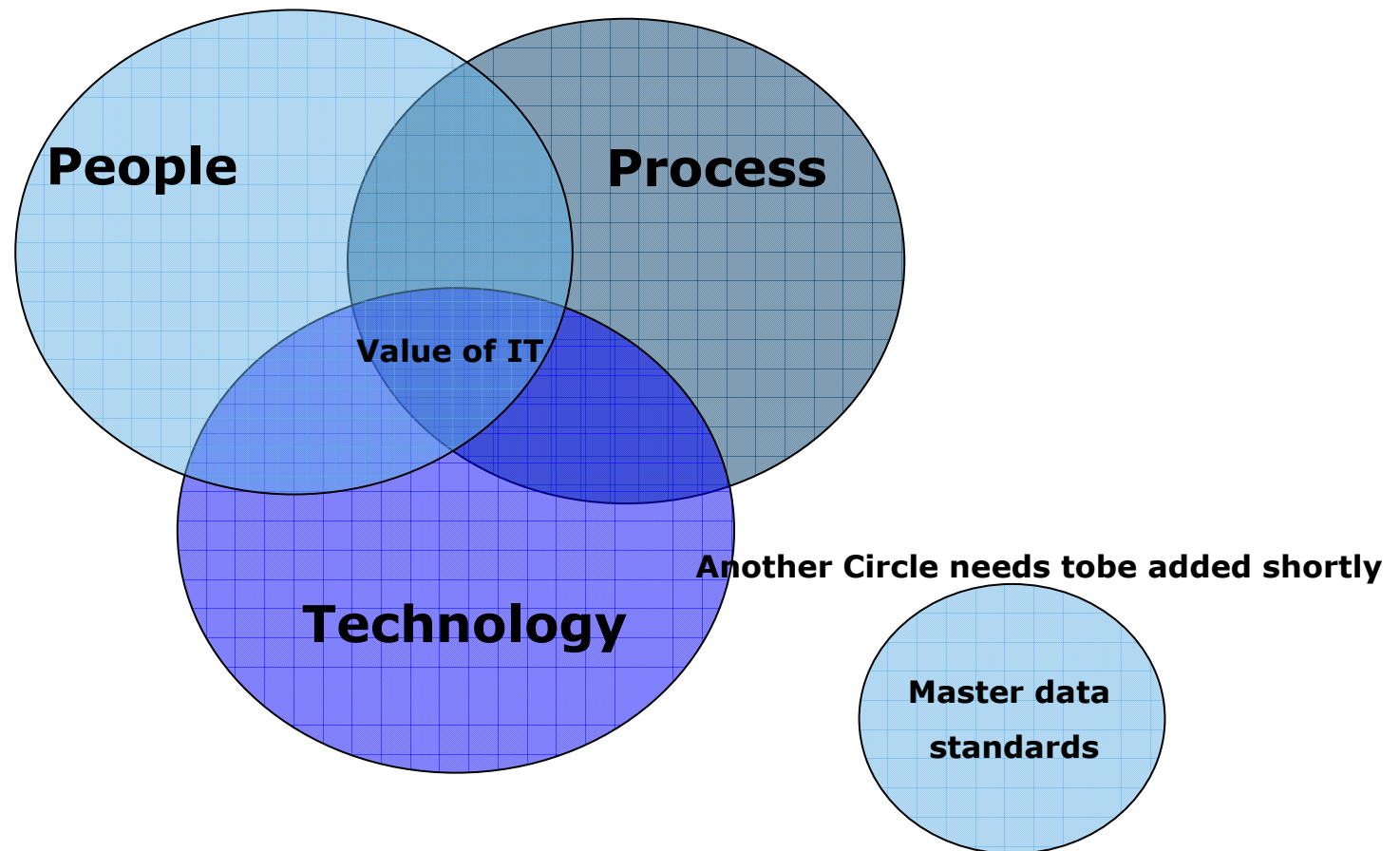
The only "constant" is an increased level of change whether this is in Technology driven or development in business → Thus an increased need for facilitators of change is required

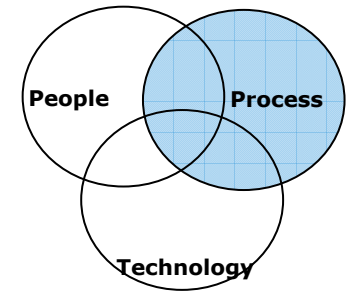
Agenda

- **Situation**
- **Development over the last 12 months**
 - Process
 - Technology
 - People
- **IT focus areas 2007**
- **Communication challenge – Know, understand, Like!**



The mix of people, processes and technology determine the value of IT ... it's a classic but it's true



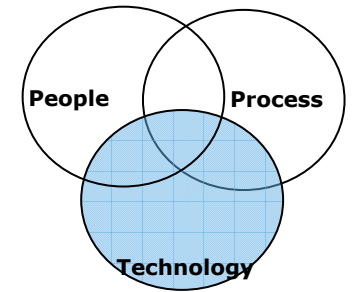


- ***If you can't measure it
- then it's a RISK***

- ***If you can't control it
- then you can't manage the CHANGE***

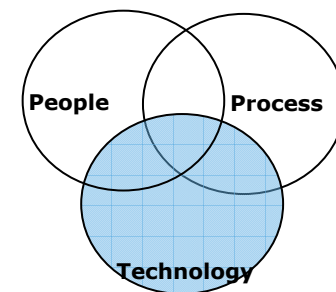
Implementation of 3 processes to support interaction between business units and Group IT

	INCIDENT / SUPPORT	CHANGE REQUEST	IT SERVICES
MOTTOIt worked yesterday but not today	...Why can't we do it like this, or have this?	...One from the menu please
WHAT	<ul style="list-style-type: none"> - Day to day support - New user - Bug fixing 	<ul style="list-style-type: none"> - New IT Related projects - New Applications - System changes - Interface changes 	<p>Basisservices</p> <ul style="list-style-type: none"> - Desktop support - Hyperion - Field support - ... <p>New equipment / User</p> <ul style="list-style-type: none"> - Eitzen Workplace - Blackberry
IT Interaction	ServiceDesk	IT User Group → Management	User → Manager Approval
Process Objective	Customer satisfaction / Smart sourcing	Business alignment	Cost efficiency



• ***Flexibility is key***

- ***Implement group wide standards to enable fast deployments of business requests***
- ***Choose vendors with strong strategic position***



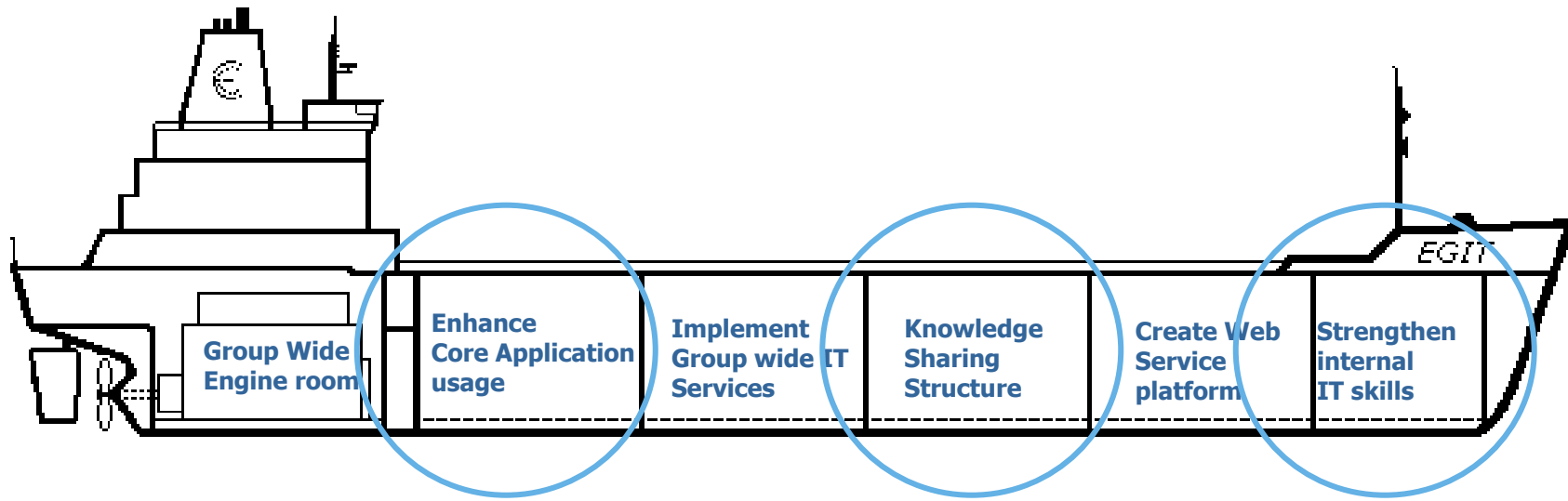
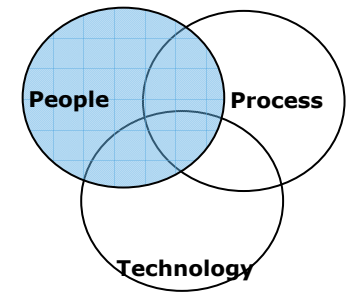
- **Data centre rebuilt**
- **Implementation of 3 standards for Branch offices**
 - **Small → Citrix**
 - **Medium → VPN**
 - **Large → Full integration**
- **Intra and extranet from WebTop (.Net based)**
- **Process modelling tool from Omada**
- **Group consolidation tool based upon Hyperion**

Agenda

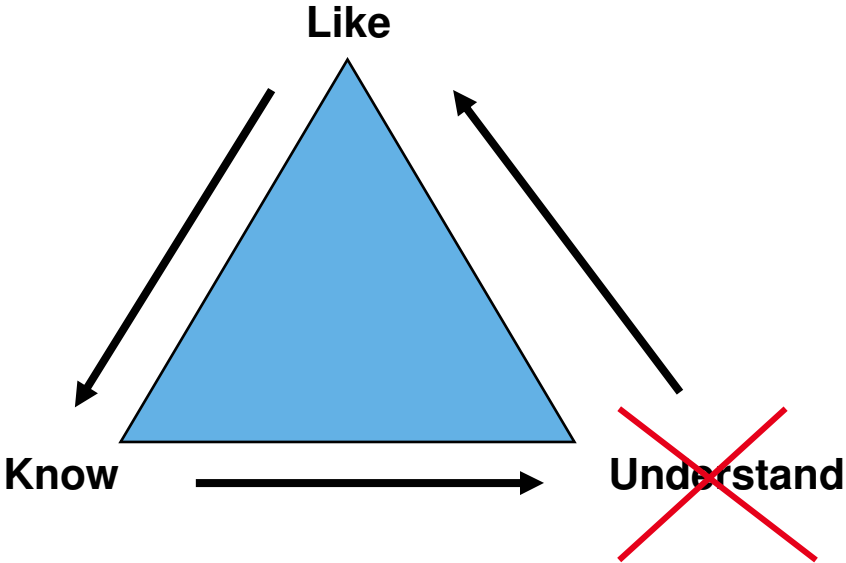
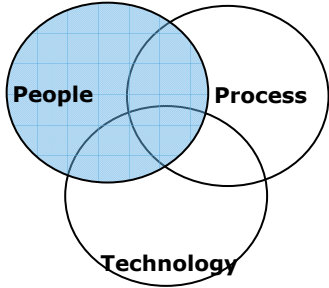
- **Situation**
- **Development over the last 12 months**
- **IT focus areas 2007**



IT focus areas 2007



If we provide people with relevant information that leads to knowledge and understanding....



.... the target groups are able to make favorable decisions and actions

Thank you for listening

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