



7 challenges in technical ship management

Annual Conference of Marine
Technology, 2 December 2020

33

years in business

80%

of employees are academically educated



120+ employees

average age of 43 years

average seniority of 8 years



75% of all Danish shipping companies use SERTICA

30MB

data transaction per month per vessel

1,400+

active vessels using SERTICA

1,237 customers



4 business units

locally present in 4 locations

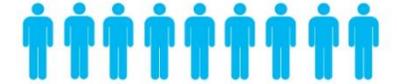
5 software products

software
logistics
engineering
IoT

40+ modules

50+ maritime SERTICA customers

10,000+ users worldwide



5 mobile apps

average resolution time for a support case less than 5 hours

average first response time of 1½ hours



SERTICA

AAA financially rated

LOGIMATIC



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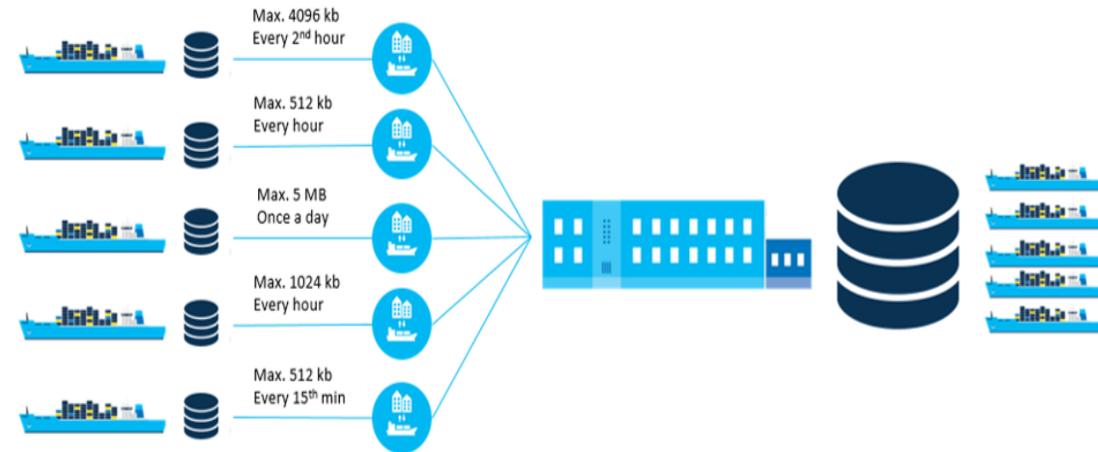


The data is gathered by observing hundreds of shipping companies using different solutions, having different policies, procedures and strategies.

1. Data communication between ship and shore



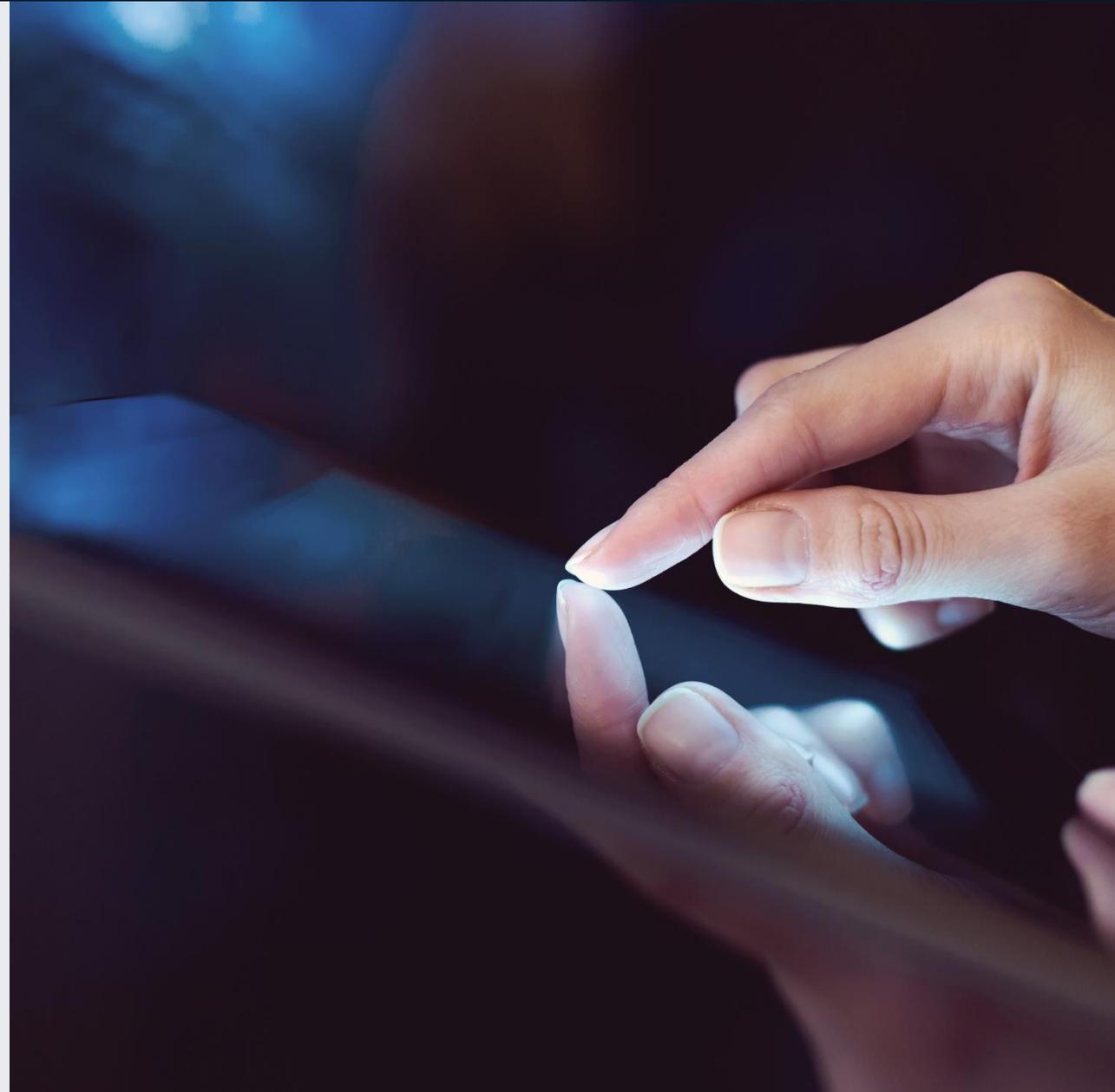
- Limited bandwidth means that ships cannot stay online, and data must be transmitted in packages
- Information must be sent without errors, but not all data communication and systems are able to do this resulting in a frustrated ship crew
- The best practice seen in this area is when the communication lines and principles are reliable and self-repairing
- In case a package is not transferred correctly, the systems will identify the problem and resend the package to restore information



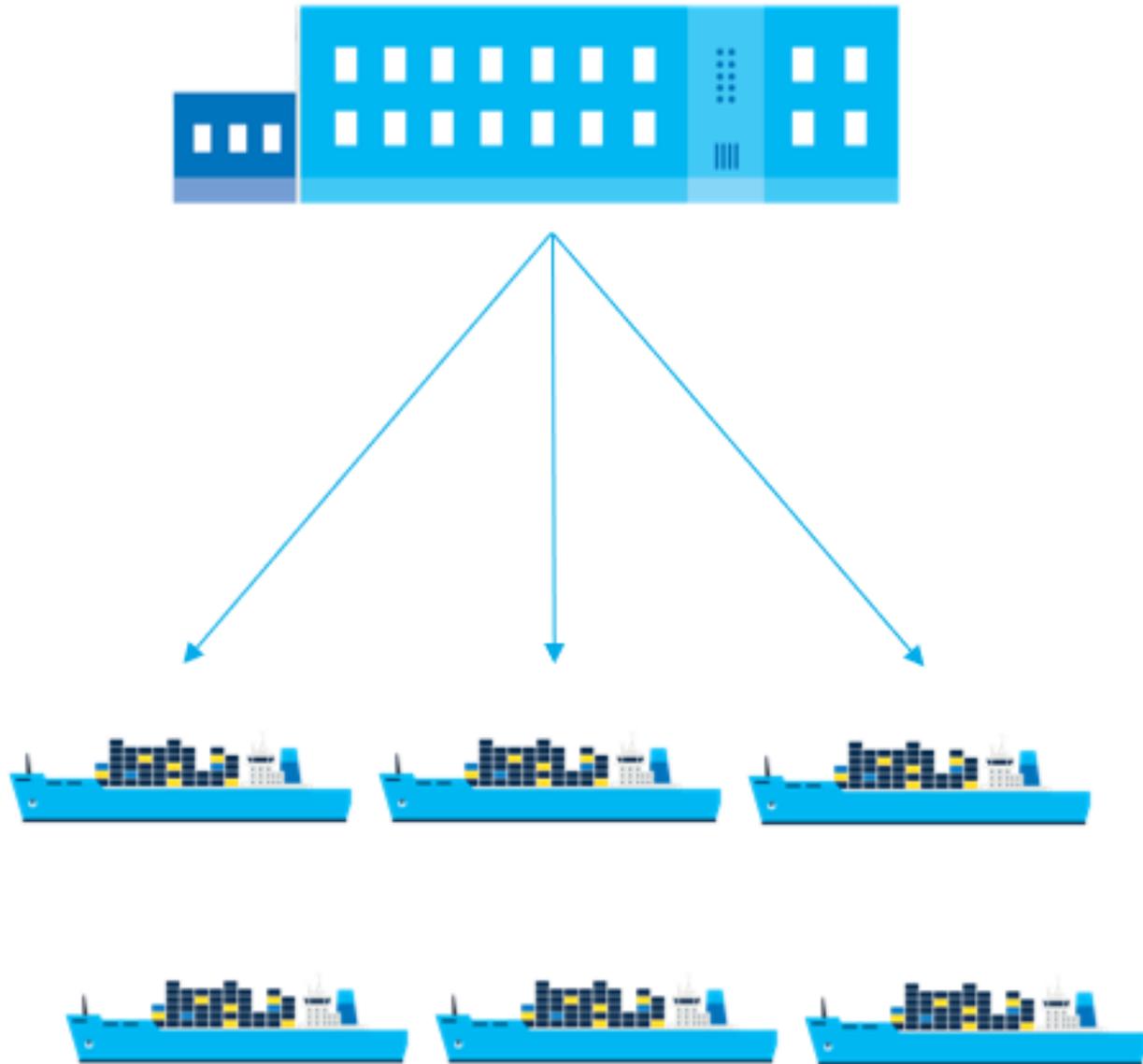
2. Ease of use



- A system that is easy to use both in the office and by the crew
- If a system is not easy to use it will not be used and data quality will drop
- Training of crew is costly and to lower this barrier, systems need to be easy and self-explaining.
- The challenge of making a complex system simple



3. Central versus decentral



- Should you treat each individual ship independently or reap the benefits of central management?
- Share experiences and data so you can compare the performance of sister vessels
- Easy roll out of new equipment, policies and guidelines
- Improve your purchase

4. Use of analytics to drive behavior



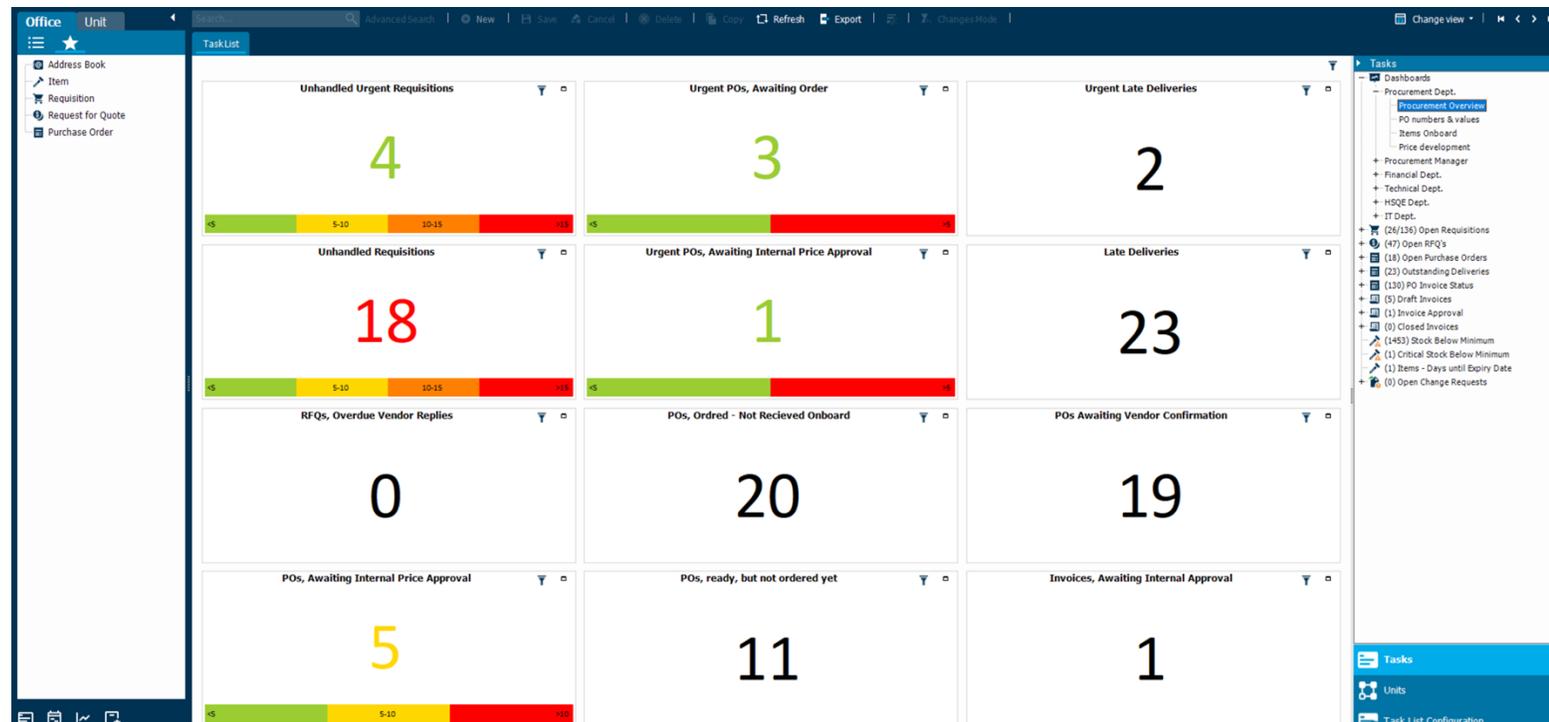
- If the right KPI's can be defined and measured it is possible to drive a certain behavior
- **EXAMPLE:** A shipping company went from having most maintenance jobs performed unplanned to a situation where 95% of all maintenance jobs are now performed as planned
- If the right KPI's can be defined KPI's and measurements that could compare performance between the ships
- Competition between colleagues rather than as rules and regulations
- The systems need to be able to provide analytics in a simple way



5. Overview and priority of tasks



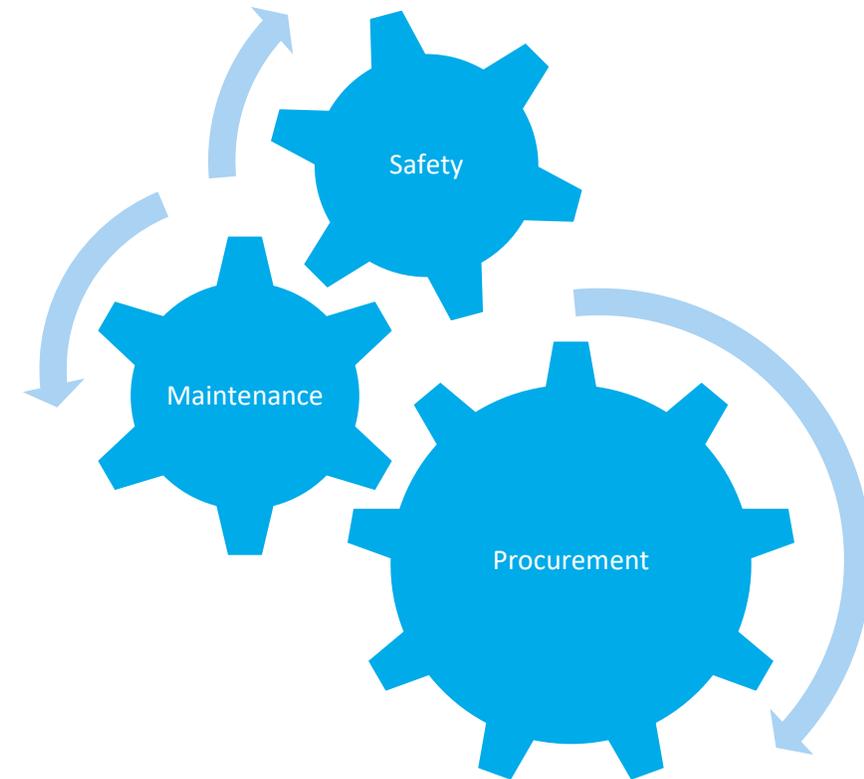
- The complexity of a Fleet Management System means that a user can easily lose oversight of what is important and what tasks are planned for today
- Despite the complexity of growing number of functions and actions, the user, the department and the company must keep an overview of tasks to prioritize and ensure that nothing is forgotten
- Easy access from overview to details
- Mobile apps helps to create overview



6. Integration of processes



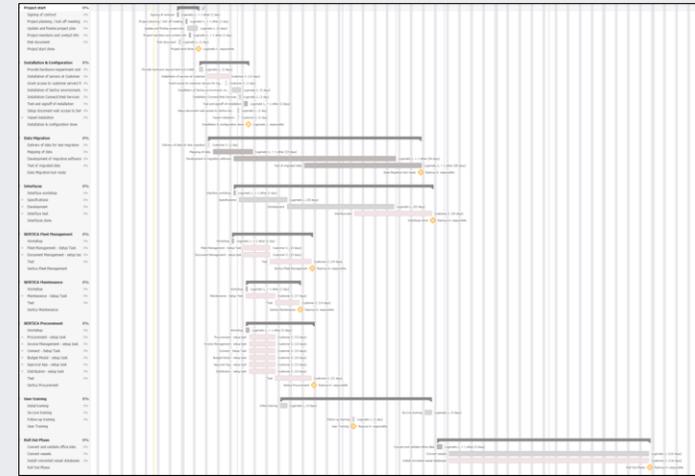
- In many cases, Health & Safety, Planned Maintenance, Procurement, Crewing and Payroll processes live separate lives
- Despite different people having different responsibilities and tasks and using different systems or parts of systems, the best practice is to have an integrated process
- **EXAMPLE:** A crew member has an accident on the stairs due to a missing railing, the incident must be registered in the HSQE system, but it should not end here. It should “automatically” trigger a maintenance job to fix the railing and if spare parts are required, it must also “automatically” be put on the job, and if not available, create a requisition.
- If systems and processes are well integrated, a lot of unnecessary work can be avoided



7. Implementation and support



- Fleet Management Systems do not implement themselves
- Structured approach, management support, allocated resources and an educated project manager
- Business partner who understands the maritime business



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Download Analytics paper

7 Most Efficient Analytics Reports for Enhancing Performance in Maritime Businesses: Job completion performance, Breakdown statistics, Spare part forecast, Procurement flow handling times, Spend per supplier, Port state control statistics, Incident statistics

Contact me

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SERTICA

BY LOGIMATIC

Who are the shipping companies?



Off-Shore



Misc. Fishery, Yacht, Inspection



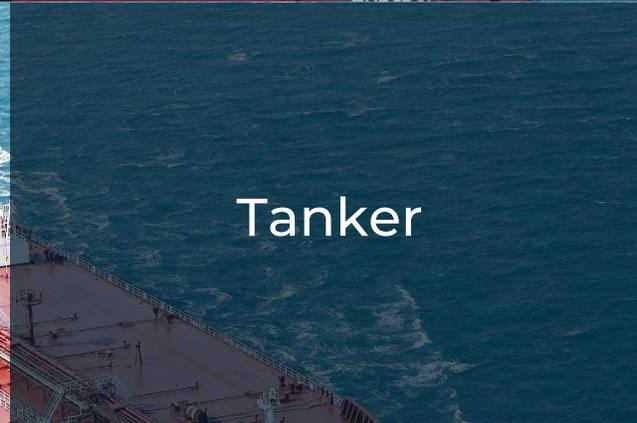
Bulk & Container



Ro/Ro & Passenger



Tug & Pilot



Tanker



- Near Miss Reports
- Event Reports
- Actionboard
- Drills
- N/C



- Spareparts
- Inventory
- Catalogs



SHIP / UNIT



- Cpt. / 1st / Chief
- Messages / Info
- Responsibility
- Response Log
- Notifications
- Ack. ISM



- Calendar / Hours / CBM
- Equipment / Assets
- Defects
- History
- Joblist

Inspection Audits

Vetting

Dry Dock

Notifications

Yard Quote

Class Codes

Shipdex



AUTHORITY, CLASS, YARD, PORT

Connect Integration

RFQ

PO

Quote Overview

Shipdex

Price Management

Framework Contacts



SUPPLIER

RESULTS

No Detentions | Equipment Availability
Vessel In Perfect Condition | Compliance W. Class
Happy Crew

Reduced Workflows | Minimizing Errors
Fleet Overview | Cost Optimization
Data Streamlining
Save Money



OFFICE



- Logistics / Stock
- Consolidation
- Connect Web
- Workflow
- Approval
- Supplier QA
- RFQ
- P.O



- Change Management
- User Management
- Operating status
- Synchronization
- Data Exchange
- Interfaces
- Admin



- Document Management
- Technical Review
- FM Overview
- PMS
- Approval



- Technical Review
- FM Overview
- Master Data
- Approval
- PMS



- Financial Follow-up
- Accounts
- Budget
- Invoice



- Management Reports
- Dashboards
- Analytics
- KPI