

## Star Solutions aboard “The World’s Most Beautiful Voyage”



Finmarken of Havöysund

For more than a century, the world famous “Hurtigruten” has travelled along Norway’s scenic coast. Known as the “World’s Most Beautiful Voyage”, the Hurtigruten began in 1893 as an express shipping service between Trondheim and Hammerfest. The route has since been extended from Bergen to Kirkenes, and is now operated by two companies, OVDS and TFDS.

With 1,500 employees, OVDS is one of Norway’s largest domestic shipping companies with an annual turnover of NOK 1,7 billion. While the Hurtigruten is at the hub of its travel and tourism business, OVDS also operates hotels and travel agencies, passenger and goods transport, ferries, express boats, buses and goods vehicles, and is an integrated transport and transport services company. OVDS also operates “Voyage of Discovery” cruises in Chile and Antarctica.

Recently, the company sought to upgrade its existing purchasing and maintenance system.

After evaluating three competing software providers, they settled on Star Information Systems.

According to Kurt Frode Grunstad, the company will install Star Information and Planning System (IPS) and have an option to also install Star Central Purchasing System (CPS). In addition, OVDS will install Star Maintenance, which is fully integrated with IPS and CPS. “Our existing RAST system is built on an old MS DOS platform, which is no longer being developed. We sought a system capable of improving work-flow and reducing costs,” he says. “Star Solutions fit the bill.”

Work to install the system began on 1 August and is scheduled to be fully operational by next summer. “So far, we are satisfied with the process,” he says. OVDS is also in discussion with Star regarding SIS Commerce, but no decision has yet been reached. In the meantime, OVDS’ fleet of six, high performance vessels will continue to make stops along the “World’s Most Beautiful Voyage.”

### INSIDE THIS ISSUE:

|  |   |
|--|---|
| The value of listening                             | 2 |
| A new proactive messaging system                   | 2 |
| Star Docking                                       | 2 |
| Star raises profile at maritime exhibitions        | 3 |
| Star User Conference scheduled for Nice in October | 3 |
| Star names new head of Singapore office            | 3 |
| And the winner is...                               | 4 |
| Course and workshops autumn 2005                   | 4 |

## The value of listening

While Star actively participates in exhibitions and seminars, we view the annual Star User Conference as the company's most important event. In addition to offering presentations of new features in our systems, we participate in discussions about future improvements and welcome feedback from our customers' experience during the system implementation process.

At the same time, we encourage the informal exchange of information between the various users representing different companies. This year, the conference is taking place in Nice, and I really look forward to spending time with customers, discussing various challenges and getting valuable feedback on how we can improve our products.

The User Conference will also be a platform for us to introduce several new products and modules. For example, the new Docking and Project modules will enable all docking jobs to be automatically transferred to the maintenance history. We are confident that users will find this a useful tool, especially since many of our customers have the strong links to all project costs and project changes provided by the Star IPS system.

To keep pace with new regulations, the new modules will support all IMO and Class requirements, such as tracking NOx certificates, circulating equipment and an improved maintenance job change log. Balanced scorecard and KPI reports are also available, all with hyperlinks for simple analysis processing.

To enable improved control, these modules are all supported by the new messaging system, which allows users to send and receive messages and related Star records for further processing.

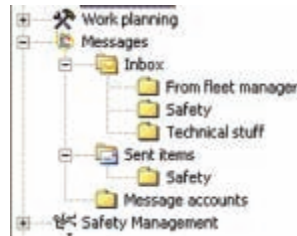
Data processing has never been easier!



**Per Anders Koien**  
Managing Director & CEO  
Star Information Systems

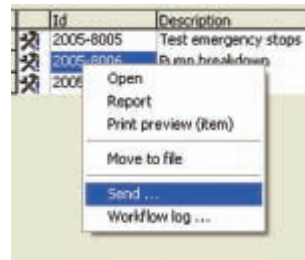
## A new, proactive messaging system

This fall, Star will launch a new dimension to Star IPS. This new messaging system will be available from any module, and the new functionality will enable users to communicate via email from within the system.



Users will be able to arrange their communications in personal folders, while extended search capabilities will be available as for any other module.

Items such as work orders, purchase orders and non-conformity reports can be easily attached to a message and sent to named persons or group accounts, i.e. superintendents, safety managers or the IT department.



For any item, related conversations are traced and available on screen. It's easy to see any and all messages referring to the item.

Users can subscribe to receive messages for a given group account. This enables people with similar responsibilities to share information and to cover for each other during out-of-office days. A "privacy level" on the accounts limits access to some accounts while permitting access to others.

The messaging system can also be automated, enabling users to request notification when certain events occur. Based on centrally controlled configurations, the system can notify users whether the user made a request or not. This will allow the safety managers access to all safety-related reports via pop-up boxes on the screen as they appear and make sure the superintendent is notified of any corrective work carried out on critical equipment. The rules that control the message flow can be customized from the office using new scripting features. The system's strength is in its flexibility.

The messaging system makes use of the replication engine for ship-shore communication, and 3<sup>rd</sup> party email systems for messages to outside recipients.

The new features will be presented during the 2005 User's Conference in Nice, scheduled this October.

### Star Docking:

Star Docking is a new state-of-the-art program for the professional handling of docking projects. Features include:

- Integration with the onboard maintenance module and budgets.
- Quotation follow-up
- On-site module for use by superintendents at yards
- Creation of docking specifications using standard documentation, terms and conditions, pictures, and drawings

## Star raises profile at maritime exhibitions

As a leading supplier of fleet management software, Star Information Systems has a strong reputation for delivering effective solutions. But in a fiercely competitive sector, Star must remain active to gain market share. So how does a company get noticed? The answer is simple: Meeting people, face-to-face.

According to Jan Kalland, Star participates in about four exhibitions a year, including Nor-Shipping, SMM, Posedonia, Digital Ship, and IMPA. In addition, the company organizes an annual user conference, and hosts about four workshops a year, seminars which focus on specific issues, such as Safety, Maintenance and Purchasing.

"It's not enough to sit behind a desk in our offices," says Star marketing manager Jan Kalland.



"We have to get out there, meet people, and build personal networks." While such an approach involves a lot of travel, Kalland says it is a vital part of Star's customer-focused business strategy. Indeed, Star recently signed three contracts before, during and after Nor-Shipping 2005.

Next on the agenda is the International Marine Purchasing Association (IMPA) 2005 exhibition, scheduled to take place in London, September 14-15. Star will occupy stand no. 2, right by the entrance. For readers wishing to attend, please contact Jan Kalland for tickets: +47 90607765.



Einar Langø

## Star names new head of Singapore office

Star recently appointed Einar Langø to lead the company's office in Singapore. Langø, a senior partner in the company, will be responsible for managing Star's service capacity in the region and coordinating the implementation and support for Star fleet management software for customers.

As one of Star's most experienced developers, Langø has long been a leading figure in the development and implementation of maintenance and spare parts systems to the Norwegian offshore and shipping industries. Einar has a Master of Science in Mechanical Engineering from the University of Trondheim (NTNU), and began his career as a research engineer at MARINTEK.

Star's new offices, located at 6 Shenton Way, (#27-10 DBS Tower Two, Singapore 068809), is in close proximity to many of the regional offices of Star's customers, including Farstad, Odfjell, ASP Ship Management, Norgas Carriers and Wallenius Lines. In addition to serving these and other customers with operation in the region, the Singapore offices will act as a platform to attract new business.

## Star User Conference scheduled for Nice in October



**Star's 2005 User Conference will take place at the Hotel Splendid in Nice, October 3-5. With more than 70 participants attending last year's conference, the company anticipates the event will draw record numbers.**

*Hotel Splendid, Nice*

The conference will be divided into three main topics, Safety, Purchasing, and Logistics & Maintenance. New and updated modules, such as the docking and messaging systems, will be presented. In addition, Star customers from the shipping and offshore sectors will present their experiences with implementing fleet management software and Reliability Centered Maintenance (RCM).

For more information about the conference, please visit our website

[www.sismarine.com](http://www.sismarine.com)

**It is never too late to secure a place at the conference, but Star cannot not guarantee hotel rooms, so book now!**

## And the winner is....

The winner of the previous SISnews iPod giveaway, selected by random drawing, is Mr. Søren Andersen from Clipper Demark AS.

In the last issue, we asked readers the following question: "What websites do you use most to gain information about the shipping industry?"

More than 80 people responded. Based on their answers, the five most popular websites for gaining information about the shipping industry are:

[www.dnv.no](http://www.dnv.no)  
[www.imo.org](http://www.imo.org)  
[www.sismarine.com](http://www.sismarine.com)  
[www.fairplay.uk.co](http://www.fairplay.uk.co)  
[www.lloydslist.com](http://www.lloydslist.com)

We are pleased to note that our website ranked number three, a reflection of the quality of information we provide or perhaps due to interest from our competitors...Readers can find a complete list of ranked websites at [www.sismarine.com](http://www.sismarine.com).

We wish to thank all those who participated. We will announce a new competition in the next issue of SISNews.

Thank you!



### Courses and workshops autumn 2005

We have scheduled courses and workshops for existing and potential customers in Oslo and Trondheim.

#### Main elements include:

#### Information and Planning System

(Fleet Management Suite)

#### Maintenance and spares

#### Central Purchasing

#### SIS Commerce

#### Safety Management

#### Document

#### Guarantee Claims

#### Docking

#### Super User

The courses and workshops are scheduled over one to five days.

For further information, please send an e-mail to: [training@sismarine.com](mailto:training@sismarine.com)

## SIS NEWS

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