



## New Star IPS 3.0: User-friendly, customer-driven

**Customers' needs have driven SIS's efforts to make Star IPS simpler and more effective in fleet management.**

SIS has used over a year to develop a new version of its integrated fleet and ship management suite – Star IPS – together with five of its most demanding customers, including Odfjell, which piloted the system in spring 2006. The result is an integrated system with more user-friendly reporting, new modules, tracking of key performance indicators (KPI) and statistics that correspond to shipowners' needs and practices.

The biggest improvements include:

- A simplified, rationalised safety management (event) module;
- Management of NO<sub>x</sub> certificates;
- A new module covering docking and projects;
- A new module for work flows and job process steering;
- An update of the insurance module.

Key to the changes in Star IPS were new requirements from the IMO and other regimes like TMSA, as well as requests and ongoing communication with customers.

"Our customers want reporting that suits their operations, that is simple and rational, and that leads to good historical data and analysis. We have launched what is probably the market's first integrated maintenance and docking solution, which will improve project management between ship and office and enable better life-cycle management," says Per Anders Koién, SIS's CEO.

The new version of Star IPS will be available by July 2006. SIS will co-operate with its customers to implement the new version, with planning and workshops, over the 2<sup>nd</sup> half of 2006. Questions regarding Star IPS version 3.0 can be directed to Bjørn Gunnar Aune ([bjorn.gunnar.aune@sismarine.com](mailto:bjorn.gunnar.aune@sismarine.com)).

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## More maintenance for the money

### A Credible Argument

Leading TradeWinds columnist Terry Macalister recently had this to say: "There is a good argument for using much of this largesse from this unusually benevolent period to safeguard the future of the existing ships, fleets and investors, by putting money into something...necessary: internal systems."

Maritime IT plays a crucial role in ensuring that seagoing assets and onshore systems operate as they are intended and within the scope of regulatory safeguards like ISM code, ISO and regimes like TMSA.

For our customers, fleet management systems are crucial to their operations, and they choose their supplier wisely, based upon questions of cost and performance. Fortunately, customers understand more and more that the purchase sum and the life-cycle cost can vary widely. Two SIS customers share their experiences and reasoning in this newsletter.

SIS customers use our fleet management systems to optimise reporting, organise jobs between ship and shore and better manage undesired events – tasks that the latest version of Star IPS has improved and expanded (see the cover article).

A court settlement late last year concluded that a SIS competitor had used intellectual property from SIS in its own software. SIS takes every effort to protect its software and encourages clients to choose only from responsible suppliers. It's in everyone's interest.

We work continuously to improve the products and services we supply our customers. Our recent agreement with a crew training center in the Philippines will lead to a strong flow of crew trained on our modules. This adds value to new and existing SIS customers.

The best way we can get better is by direct feedback with our customers. We invite users to contact their representative or me directly, [per.anders@sismarine.com](mailto:per.anders@sismarine.com), to share their interests. We'll work hard with you to be better.



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



### Running an ice-class fleet of chemical tankers in the Baltic, Finland's Crystal Pool has high demands on maintenance. It recently chose SIS's planned maintenance system.

"We compared SIS's planned maintenance system with a leading global competitor's system, and we found that the SIS interface was easier, and added functionality from the competitor's system was unnecessary," says Crystal technical manager Mauri Rajuvaara.

Helsinki-based Crystal Pool operates a fleet of chemical tankers between 8 and 11,000 dwt in the Baltic region. All are ice class 1A and, as Rajuvaara confirms, all carry a completely redundant store of spare parts on board. "This is our first purchase from SIS; eventually, we hope to be running our whole fleet on the STAR Planned Maintenance System. I also suspect that we will expand with additional modules in the future," says Rajuvaara.

Rajuvaara explains that, while Crystal Pool doesn't aim to be a technology leader, the shipowner is aiming to make the transition to a digital system with increased transfer of data from ship to shore, consistent documentation and a reduced workload associated with vessel maintenance.

Crystal Pool is in a hectic market and Baltic operating conditions put extra stress on technical management; with major customers like Shell, BP, Neste Oil and Finnish Chemicals, Crystal Pool can't afford to slide on maintenance. "Right now, one of our biggest challenges is the mix of some tonnage that is getting older and other tonnage that is brand new. We have to keep the older ships happy, as well as the young ones," says Rajuvaara.

Crystal Pool transports about 2 million tons of hazardous cargoes yearly, including many different IMO 2 and 3 type bulk liquid chemicals, in environmentally sensitive areas. Its office operations are certified according to ISO 9001:2000.

For more information about Crystal Pool, see [www.crystal.fi](http://www.crystal.fi).

# When you can't afford to fail

Many shipowners will recognize the situation described by new SIS customer Th. Jacobsen: "We had to choose well because we couldn't afford to fail, to do this twice."

"The cost of the product – the actual software – is only a small part of our overall investment. It includes support, training, installation and many other things. With such a large cost post at stake, we had to choose something that would work. And we are 100 per cent certain that the SIS package will work for us," says Th. Jacobsen managing director Christen Øwre Johansen.

Th. Jacobsen is a shipowner and manager of a 15-vessel fleet of dry cargo and tank ships measuring up to 20,000 dwt and operating deep-sea. With operating costs per unit on the rise, Th. Jacobsen has decided to bet on long-term ship management and make the necessary investments, but it feels the pressure to make or break.

"We avoided the small and new IT suppliers, and we looked carefully at suppliers' reference lists. Our chief superintendent's experience with SIS at Norgas was a decisive factor in our choice of SIS. We need something that will perform to our expectations and we can't fail," says Johansen.

The shipowner has chosen to implement Star IPS, Star Event and Star CPS on all of its operations, and it looks forward to integrating its systems to get a better flow of jobs, information and processes. It has chosen to build up its own maintenance databases from a technical center in Riga, Latvia.

"We want to build up skills on these systems in-house, while we will rely on support from SIS particularly when we implement this on our ships. We will have a project leader onboard the ships when it is launched and we will focus on training users there," says Johansen.

## SIS teams up with Philippine training centre

One of the world's key sources of crews will train future officers on SIS systems.

A new agreement of co-operation between SIS and the Norwegian Training Center (NTC) in Manila will ensure a strong supply of future crew members trained on SIS-based systems and modules.

According to the agreement, established early in 2006, NTC will arrange regular training courses for its students based on SIS fleet and ship management systems. In return, SIS will ensure that NTC has updated versions of its software.

For existing and potential SIS customers, this has tremendous significance, as it ensures that many new crewing candidates from the Philippines (one of the world's largest markets for crew and a growing market for new officers) will have training on and familiarity with SIS products and systems.

Project manager Helge Oliverson of NTC said: "Both SIS customers and NTC benefit when the center has consistently updated portfolios of all new systems used in ship management."

SIS has already installed a full training package at NTC, and trained NTC's instructors in Manila. A course will take three days and give students expertise in day-to-day use of the system. It will also be possible to tailor the training to suit the specific needs and rules of each shipping company.

## SIS's global network



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# An iPod winner! Customer survey results!

A recent SIS News survey drew nearly 100 responses from SIS customers and contacts, who answered the question:

**In today's market, users can either purchase a complete integrated ship management system or select "best in breed" modules. Which do you prefer?**

**75 per cent of respondents said that they preferred complete integrated ship management systems.**

As advertised, one of the respondents would win a new iPod based upon a drawing. The drawing took place on May 11. A SIS consultant, Geir Jørgensen, and student intern Kristina Bakkemo Albertsen had the honor of drawing the winner.

**Congratulations to the winner: Duncan Ratcliff of Farstad Shipping (Indian Pacific) Pty. Ltd., of Melbourne, Australia. Enjoy the iPod!**

*SIS Student intern  
Kristina Bakkemo  
Albertsen*



**SIS would like to thank everyone who took the time to respond to the survey.**

## 2006 User's Conference

**:Barcelona, 23-26 October**

This year's SIS User's Conference will be arranged from the 23<sup>rd</sup> to the 26<sup>th</sup> of October 2006 in Barcelona, Spain, at Hotel H10 Marina Barcelona. The hotel is a modern conference hotel within walking distance to the Olympic sailing arena and a short drive from central Barcelona.

Interested in attending? Go to the SIS web-site [www.sismarine.com](http://www.sismarine.com) for web-based conference registration and hotel reservations starting in mid-June. If you want a topic put on the program or want to pre-register, send an email to [conference@sismarine.com](mailto:conference@sismarine.com).

The conference will cover topics like maintenance, dry-docking, purchasing & logistics, e-commerce, safety, insurance, document management and forms. We plan to organize workshops and customer-tailored meetings to discuss more specific items. Our customers have ideas for reports and KPI's to be presented and applied.

During the first day, we plan a get-together social arrangement at the conference hotel, and on Wednesday a social event and dinner party outside the hotel.

## 2006 User's Conference - Barcelona 23-26 October



## SIS NEWS

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