

## Lift your green profile

Preserving the quality of the oceans is a common endeavour for the shipping industry, and perhaps particularly cruise and offshore supply companies



### Key environmental data

Farstad uses Star IPS for its environmental reporting. Farstad's period report engine form is a tailor-made form that is filled in monthly on every vessel in the fleet. Among the data that this form tracks: Running hours (main and auxiliary engines, and thrusters), fuel and lube oil consumption and leakages.

### Full environmental report

Given this input, SIS and Farstad developed a template for an environmental report that allows Farstad managers to filter key data according to from-to dates, by vessel and fleet. In addition, they can make custom calculations and summaries. The overall environment report tracks key statistics like:

- Total fuel oil consumption (m<sup>3</sup> and metric tons)
- kWh produced
- Oil to sea CPP & Thr.
- CO<sub>2</sub>, CO, NO<sub>x</sub> & SO<sub>2</sub> tons
- Freon (kg)
- Hydraulic oil (kg)
- Overflow spill

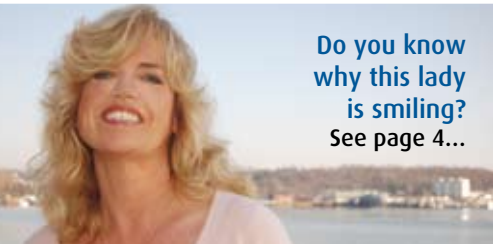
This environmental accounting is a part of ISO 14000 certification and is approved by DNV. Reports are run within Star IPS and provide Farstad's management team with a clear picture of the company's

### Environmental reporting in Star IPS can help ship managers track environmental data, keep statistics and qualify for environmental certification.

Rare is the shipping company that doesn't want to lead in environmental performance. Today's politicians – and the public at large – are now saying: Good sentiments aren't good enough. Operators need to document their performance and demonstrate tangible improvement.

SIS customer Farstad Shipping Norway operates in one of the world's most quality-minded markets: the oil majors and their drilling partners. Farstad asked SIS to customize a report function that would support their environmental accounting.

Do you know why this lady is smiling?  
See page 4...



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**SIS User Conference 2007**  
Rome, Italy 22<sup>nd</sup> - 25<sup>th</sup> of October  
View program or register online now!

# Progressing Together

**Our strategy is one of joint development. We develop according to our customers' specific needs today and tomorrow. The following four case studies illustrate how we have developed add-on functionality in close collaboration with customers. We call it "Progressing Together".**

## Co-operating closely with customers

2007

Common to every one of our customers is a desire to do more, better, with less resources. Our fleet management systems are designed to meet this fundamental goal. But every customer is special. Whether our customer is a company with one vessel, a fleet of vessels, a series of offshore rigs or a cruise line, we develop features to suit its unique business needs.

Co-operating with our customers on system enhancements and add-on products has always been our focus. Giving customers first-hand access to our development team is a strategy that we believe in. Other system providers "protect" their developers from customers; we go the opposite direction.

The result of close co-operation with customers: We have the best, most user-friendly systems in the market. Another advantage is the number of add-on products that we have developed. New features that begin as add-on products by customer request very often end up as new modules in the standard system. We present some of our add-on products in this newsletter.

At our Users' Conference in Rome from 22 – 25 of October, we will have workshops and sessions discussing further development of our systems, including add-on products. The users' conference is where our customers discuss the systems and prioritize further development. Don't miss it! You make your own future with SIS!



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

Progressing together: I

## MR Browser

**The MR Browser brings an additional layer of office overview to purchasing.**

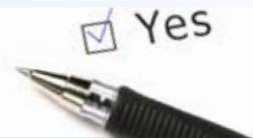
MR Browser (MR stands for Materials Requisition) serves the following function: It gathers all of the purchasing requests generated by a ship and presents them for review, change and approval or rejection, usually by someone in the head office.

"It began as a request by one customer, but it could be useful for other customers as well. In particular, ship management companies seeking greater control of sourcing may be interested," says SIS software developer Bjørn Gunnar Aune.

Most MRs used to pass directly from the ship to the purchasing department, which would immediately begin gathering and comparing bids. To stop a purchase, an inspector would have to intervene to cancel the process. With MR Browser, each purchase order needs approval before moving to the purchasing system.

MR Browser's gatekeeper function will counteract attempts to stockpile parts onboard and will also improve overall spare parts management.

**Lesson I!**  
A customer wanted increased purchasing control. SIS developed MR Browser.



Progressing together: III

## StarView simplifies reports

**New StarView add-on makes the creation and distribution of reports automatic.**

Reporting has evolved as IT has evolved, and it is just as universal, just as critical...and just as maligned by frustrated users. By request from customers, SIS developed StarView – a powerful and intuitive reporting tool designed to ease the reporting burden.

"Users of Crystal Reports can now set their parameters once and let StarView take care of the rest. Once you've set how often you want to send reports, the format in which you want to send them and the filters, StarView takes care of the rest," says SIS Managing Director & CEO Per Anders Koien.

StarView is an official add-on to the Star Application Suite (Star IPS and Star CPS). It uses the Crystal Reports XI and .NET frameworks and can act as a stand-alone report viewer or as an automatic scheduling tool.

Typical automated reports are maintenance status reports to superintendents and technical managers, spare parts below minimum level (e.g. on critical machinery) and fleet status reports to top management.



**Lesson III!**  
Customers wanted to ease the reporting burden. SIS developed an automated report distribution tool.

PROGRESSING TOGETHER

Progressing together: II

### Asset Management Module

**The new asset management module provides managers with improved traceability of the equipment.**

Ship managers need accurate information about their equipment: What do we have? Where is it? How is it? Which spare parts do we have? Where has it been? What's been done to it?

The existing equipment module, a standard element of SIS's Fleet Management system tracks circulating equipment onboard. The new module will simplify the process of moving groups of equipment across the fleet.

As a result, a full technical account breakdown, showing its history, work instructions, documents and drawings related to it, will follow the actual piece of hardware.

"With this, managers will be able to circulate parts or assembled equipment around their fleet with full overview of the specific parts. This will make procurement and spare parts management easier. Wherever an asset goes, the full documentation of the asset goes as well," says the head of SIS's consulting department, Hans Kristian Fjærem.

Another improvement to the new module will be a feature that allows batching of relevant items. For instance, when a ferry vessel overhauls its main engine, all of the parts' documentation and technical accounts can be handled together, as a group, if desired.

SIS has completed the technical specifications and begun developing the new equipment module, which is due for release this fall.

**Lesson III!**  
Customers want to track equipment across their fleet. SIS adds that function to its system.

Progressing together: IV

### Condition Control Management



**A new reporting set-up developed by SIS helps one customer track the condition of its ships.**

In close co-operation with Danish shipowner Clipper Group, SIS developed a reporting set-up (Crystal reports XI) combining crew change hand-over reports, vessel condition reporting (including images) and work orders.

"This report manages live documents that are constantly updated to give Clipper management an accurate view of the actual condition of its vessels. Managers can use the report's data to include a single vessel, several or the

whole fleet in .pdf or word-format," says SIS consultant Adam Butt.

The condition control reports were developed according to Clipper's specific condition scoring, and communicate data between the ship and shore. Data is automatically uploaded into the Star IPS database. With SIS StarView 2007, the report can be automatically distributed to several pre-defined mail addresses.



**Lesson IV!**  
A customer wanted to create realtime vessel condition control. SIS created a reporting set-up to match.

# Star Insurance

Software designed to optimize performance of marine insurance management. A stand-alone product that can be integrated in the total fleet management suite: Star IPS.

## Monitor

Insurance policies and premiums

## Track

Lead insurers and followers

## Create

Claim information and documentation

## Follow up

Claim estimates, settlements, costs and reimbursements

## Stay on top of

Claims and company claims history

## Compare

Loss ratios for insurers and covers

# You too could have a big smile on your face...

All you need is a great tool for insurance management: Star Insurance!



### Who:

Solveig Kapstad

### What:

Claims co-ordinator

### Assignment:

Handle claims for Color Line

I have all the tools needed to register and process insurance claims from our customers. We have well-established routines and a good working relationship with our insurers, and can handle claims concerning damage to ship, machinery, passengers, passenger goods, cargo, environment and third-party. When it comes to insurance, being organised is an absolute must!

## “We chose the leading system” – Siem Offshore

One of the world's fastest growing offshore supply companies (with a newbuilding orderbook in double digits) chose SIS to help manage its maintenance and logistics.



Five years ago, the company was operating a handful of offshore vessels in the North Sea. Five years from now Siem Offshore will be operating over two dozen state-of-the-art support vessels in markets all over the world.

“We’re pushing for more efficiency while at the same time our work-day is getting more and more international, more complex. We chose SIS to help us manage this challenging logistics scenario; they’ve come very far in this field,” says Siem Offshore Purchasing Manager Johan van Stee.

### Better overview

Siem Offshore’s van Stee describes how the company was determined to organize its purchasing functions. Previously, each vessel managed its own purchasing. With growth in fleet size and operating areas, Siem Offshore sought to build a common platform that it could expand upon.

“We did our benchmarking and found that the Star systems were best in terms of maintenance and purchasing,” says van Stee. Siem Offshore signed a contract with SIS this spring, and aims to implement the solutions onboard the entire fleet by year’s end.

“Star is one of the leading systems for this purpose. We expect to see a number of benefits from a closer integration between the maintenance and purchasing functions,” says van Stee.

### More control of supplier relationship

“There is a trend in this field where you see an increasing flow of requisitions through the office. By centralising our purchasing, we can cluster orders and deliveries, increase our efficiency in the supply chain and put more control on the supplier relationship,” says van Stee.

For more information about Siem Offshore, see its web-page at: [www.siemoffshore.com](http://www.siemoffshore.com).

## SIS NEWS

– the corporate newsletter from Star Information Systems

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