

Eurasia Group



Information flows are the lifeblood of ship operations. Recognising this, Eurasia Ship Management has put efficient knowledge management at the centre of an ambitious customer-focussed strategy, with clear objectives for productivity and added value for clients.

A competitive environment

Founded in 1981, Eurasia Ship Management provides high quality technical, commercial and crew management for major ship owners in Japan, Singapore, Hong Kong, UAE, Germany, the UK and Greece. Its managed fleet of more than 50 vessels spans container, tanker, bulk, passenger and general trades. The company's service lines include port agencies, representation of maritime products and services, marine insurance services, catering and procurement and logistics.

Managing such a diverse fleet and businesses would challenge the best owners. A ship management company must go further, proving that its collective skills are superior and more cost effective than both those of its competitors and of its clients. Its business is highly competitive, with slim profit margins ultimately dependent on the expertise, organisational capability and productivity of the individuals in the company.

In common with similar operations, Eurasia has access to vast amounts of information and data from ships and offices. The challenge is to manage and apply that data to enhance competitiveness. To meet that challenge and to support its management, shore staff and crews worldwide, Eurasia is implementing a Task Assistant information management system, a decision also driven by the need to ensure that Eurasia's operations run seamlessly between offshore and onshore bases.

At the core of this strategy, Eurasia required productivity tools that could bring the right information to the right user at the right time, without costing the company in training expenditure, user bewilderment, unnecessary complexity or wasted time. Those tools are mission-critical, the toughest test for any software product which must perform flawlessly, day in, day out.

"We deliver an ongoing commitment to adding value for customers, employing the latest technologies."

EURASIA GROUP PRESIDENT
AND MANAGING DIRECTOR,
RAJAISH BAJPAEE

"Ship management companies are the ultimate test of the wares of any vendor, above all of a vendor selling productivity services, the lifeblood of the industry."

EURASIA GROUP VICE PRESIDENT
AND CHIEF ADMINISTRATION
OFFICER, FRANCIS NG

task assistant

Adding value and raising efficiency

With the implementation of Task Assistant, Eurasia has been able to add value and enhance communication throughout its operations. Urgently needed information is immediately located and every transaction contributes to the corporate memory. Through effective information handling Task Assistant provides a tool to find the simplest solution to the most common causes of ship management problems. Users find what they need quickly and efficiently and contribute to shared information without effort or software training. Task Assistant discards traditional design principles which force the user to search for information and achieves tremendous productivity advantages through its task-based user interface.

Reducing risk

Risk assessment and skill level management is enhanced with Task Assistant. The role and task based design of the system allows much closer and easier scrutiny of risk with respect to the tasks of each company member. It enables users to analyse the risk associated with the skills of each staff member, providing much better skill assessment with respect to each task.

Developed by mariners for mariners

Task Assistant saves valuable time for highly paid personnel on vessels and ashore. Any software intended for use aboard ship, where turnover is high and where there is little direct benefit to the data entering user, must show immediate benefit to the user and must do so with low familiarisation effort. The software must be 'people literate'. Developed by mariners for mariners, Task Assistant is 'native' to ship operations, adapting naturally to the marine business environment and users.



Task Assistant is developed and supported by Ulysses Systems, a leading provider of business intelligence solutions, with over 100 years' experience of shipping operations. Ulysses provides solutions based upon advanced telecommunications and information systems technologies that help people work intuitively without special software training. Ulysses' product design has at its core an understanding of how human beings perceive and process information, delivering systems that work the way people do and making information processing fundamentally more efficient.

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"We aim to continuously increase the capability of our people through knowledge management. We have access to huge amounts of information and data from our ships and offices. The challenge is to manage and apply that data to enhance our competitiveness. We aim to create a platform to capture data, disseminate it and add value. Ulysses Systems have provided us with a one stop company-wide integrated knowledge management system designed to allow exploitation of corporate information."

EURASIA GROUP SENIOR MANAGER OF SYSTEMS AND PRODUCTIVITY, PHYLLIS SO

ULYSSES SYSTEMS OFFICES

USA

Detroit, MI
Atlanta, GA
Chicago, IL
Jacksonville, FL
New Orleans, LA

EUROPE

London, UK
Manchester, UK
Athens, Greece

ASIA

Singapore



WINNER: SEATRIDE AWARD FOR INNOVATION 2000

Task Assistant – an innovative project which will significantly improve the efficiency of ship operations.



WINNER: CITIS AWARD FOR INNOVATION IN MARITIME IT, 2000

Task Assistant – the innovative IT product which has made the most significant contribution to improving ship operation.