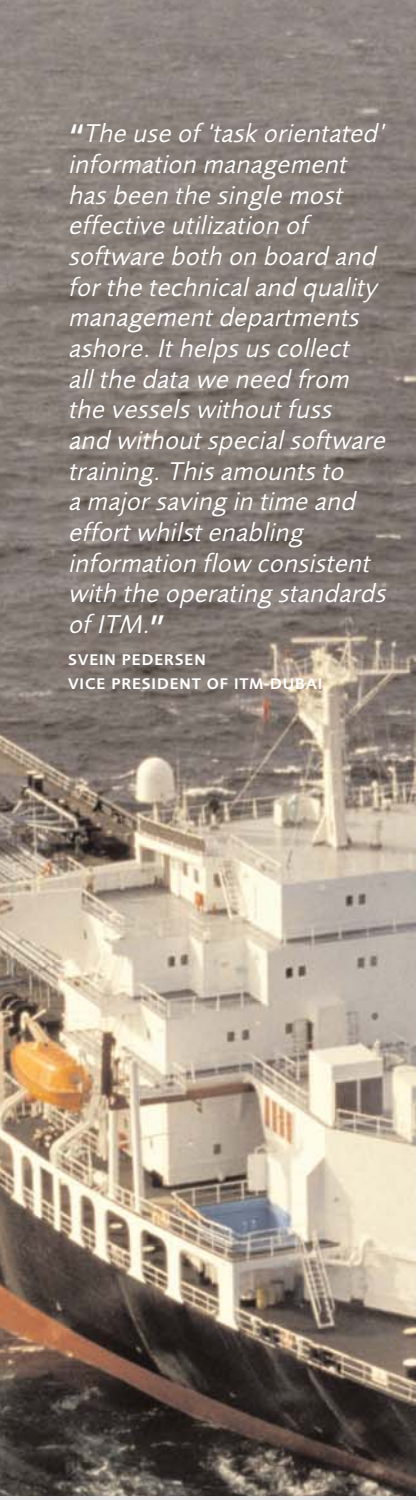


"The use of 'task orientated' information management has been the single most effective utilization of software both on board and for the technical and quality management departments ashore. It helps us collect all the data we need from the vessels without fuss and without special software training. This amounts to a major saving in time and effort whilst enabling information flow consistent with the operating standards of ITM."

SVEIN PEDERSEN
VICE PRESIDENT OF ITM-DUBAI

TASK ASSISTANT APPLICATION

International Tanker Management

Delivering the highest standards of ship management in the most technically demanding trades, ITM makes tough demands on its information systems.

High technical standards matched by operational efficiency

ITM, International Tanker Management, is the specialist tanker management arm of Barber International Group, one of the largest and longest-established ship management operations. ITM manages over 50 tankers from four regional centres. The fleet ranges from Very Large Crude Carriers (VLCCs) through the size range of oil tankers to gas and chemical tankers, petroleum product carriers, ore/oil carrier and oil rigs. ITM caters to the most technically demanding sector of ship operations, where high standards of technical expertise must be accompanied by continuously improving safety and efficiency.

Building on proven routines

ITM selected Ulysses Systems for the re-engineering of its information systems and adopted the Task Assistant approach to information management. Ulysses' dedicated support and development staff, working closely with key ITM personnel, created the strategic information management systems and tools that are delivering real benefits throughout ITM's operations. Most importantly, the project was implemented without significant interruptions or changes to the company's established processes. This amply demonstrates Task Assistant's intuitive ability to understand and adapt to ITM's proven practices rather than requiring them to be changed around rigid program structures. The Ulysses System's task-orientated approach eases processes such as crew familiarisation, inspections and audits. Producing the required data is simply a matter of selecting the relevant activity and using Task Assistant to retrieve and compile it, eliminating time/resource consuming searches and filtering out redundant information.

Enhancing performance

Improved distribution of and access to detailed vessel performance information has given ITM a key competitive advantage in the ship management field. Task Assistant's Performance Reporting Tool streamlines the recording, monitoring and archiving of vessel technical information. Using intelligent forms technology, key data such as fuel and lube oil consumption, speed and weather condition is captured as part of normal procedures, eliminating duplication of effort, and is immediately made available to all interested users in the desired

task assistant™

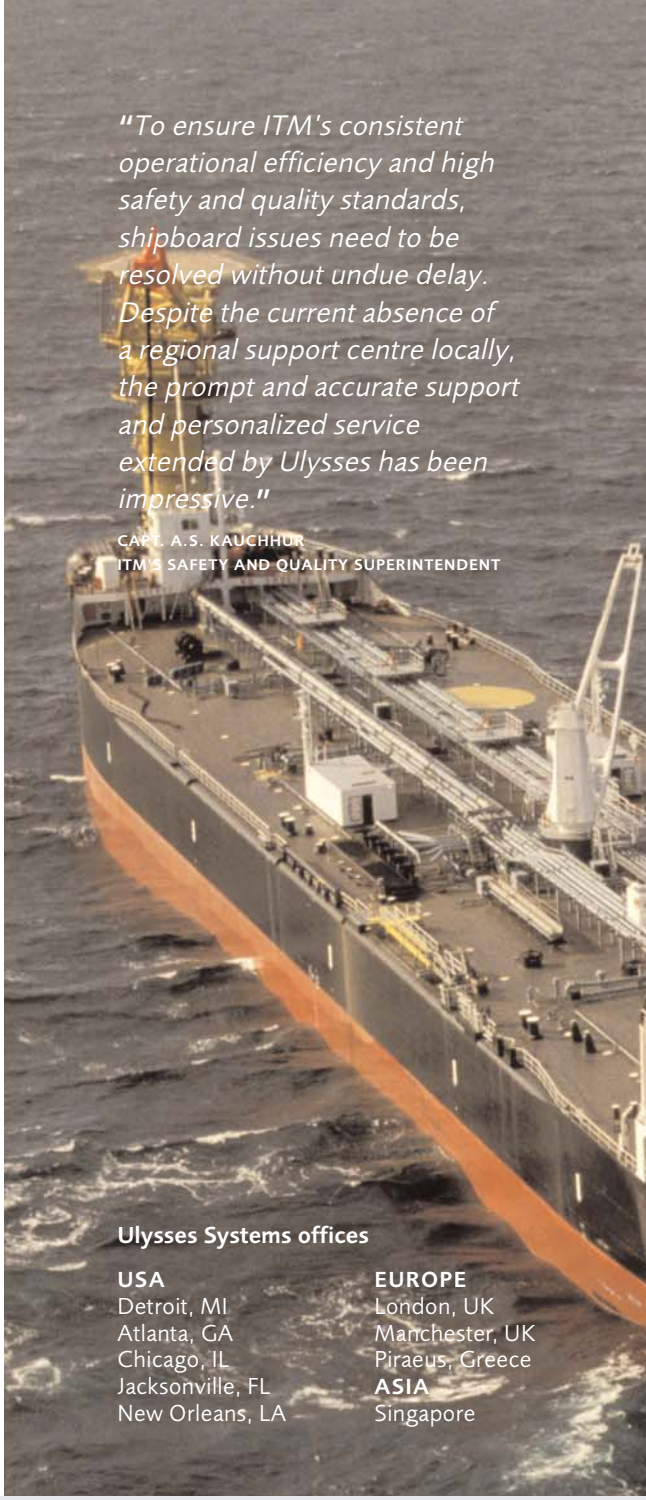
formats. These are just two examples of the power of Task Assistant to capture and manage information for enhanced performance across all corporate activities.

Quantified benefits

Two years into implementation, ITM is enjoying tangible benefits from adopting Task Assistant. Incorporated workflow has made compliance and data exchange much easier to manage. Location-specific, departmental and personal knowledge barriers are being bridged. Internal and external audits show document-control related non-conformances have reduced by over 50% since the incorporation of Task Assistant. The high level of automated information management and document control that is unique to Task Assistant has contributed to this improvement. Information flows have been opened up, encouraging staff to participate more actively and to enhance their professional capabilities and contributions. Safety and quality initiatives can be better supported. Increased use of electronic communication and archiving has cut cost, reduced waste and increased operational efficiency. The effective use of Task Assistant at ITM has contributed to a reduction of over 80% in paper consumption at the Dubai operation.

Fully supported implementation

Task Assistant Professional Services bring well-proven methodologies to system implementation at every client site. A team of dedicated consultants worked with ITM through analysis, design, development and implementation of the Task Assistant solution, bringing expertise that maximised returns on ITM's technology investment. This collaboration continues as ongoing support and maintenance. ITM has shown its dedication to success by working with Task Assistant Professional Services to set up a training module at its Training Centre at IMTC, Mumbai.



Task Assistant is developed and supported by Ulysses Systems, a leading provider of innovative business intelligence solutions to the maritime and other industries. 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.

WINNER: SEATRADE 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.

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