OOS Workflow Demonstration

Scenario 1 - Vessel delay and port call cancellation

Daniel White - CXO.

Demonstrating the value of an integrated shipping platform to solve workflow challenges.

Audience:
The following presentation was prepared for a leadership team across fleet operations within one of the largest privately owned shipping companies in the world.

Goal
After approximately 12 months and delivery of numerous core functional products required for ship operators, our goal was to then highlight how this core suite of products would work together to form part of a larger platform, and provide workflow management between teams working on different tools, from different locations.

Discovery
Through the discovery of this work, we held approximately 5+ collaborative workflow mapping sessions with the department heads an to understand how their existing manual workflows were carried out. Once we washed out this content, we were able to map those workflows to our tools, and identify the need for a workflow and communications product to essentially 'bind' it all together.

Outcome
This presentation led to the creation of a new product called 'OnRadar' (another case study) and the buy-in from both users and investors in the future product direction and strategy of Open Ocean Studio to address workflow and automation challenges.

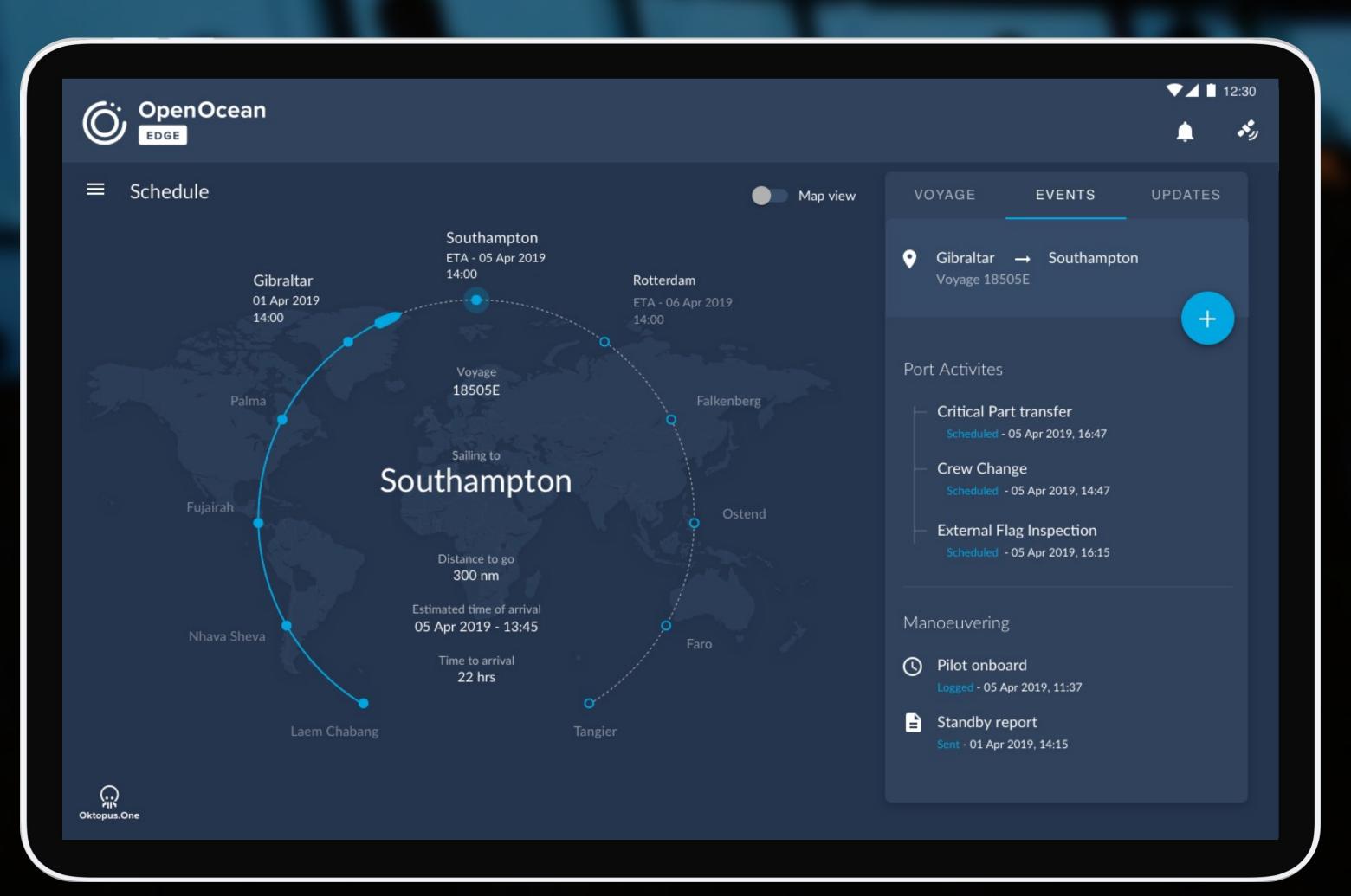Workshop identifying Fleet Operators routine checks and workflow with manning agents

The CSAV Tyndall is sailing from Gibraltar to Rotterdam via Southhampton...
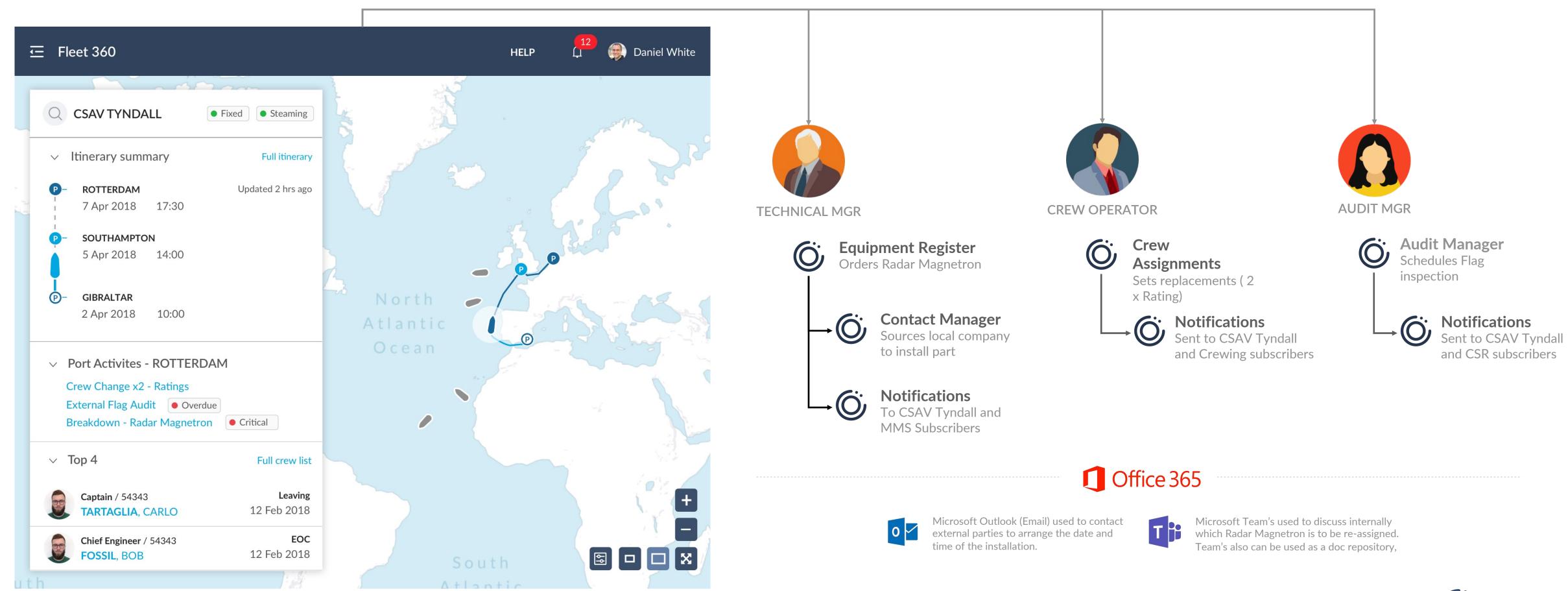
Preparation for Port activities

Shoreside, various teams are preparing and organising planned port activities for CSAV TYNDALL for when it docks.

Fleet 360

HELP   12   Daniel White

CSAV TYNDALL   ● Fixed   ● Steaming

∨ Itinerary summary   Full itinerary

ROTTERDAM   Updated 2 hrs ago
7 Apr 2018   17:30

SOUTHAMPTON
5 Apr 2018   14:00

GIBRALTAR
2 Apr 2018   10:00

∨ Port Activites - ROTTERDAM

Crew Change x2 - Ratings
External Flag Audit   ● Overdue
Breakdown - Radar Magnetron   ● Critical

∨ Top 4   Full crew list

Captain / 54343   **Leaving**
TARTAGLIA, CARLO   12 Feb 2018

Chief Engineer / 54343   **EOC**
FOSSIL, BOB   12 Feb 2018

North Atlantic Ocean

South Atlantic

TECHNICAL MGR

Equipment Register
Orders Radar Magnetron

Contact Manager
Sources local company to install part

Notifications
To CSAV Tyndall and MMS Subscribers

CREW OPERATOR

Crew Assignments
Sets replacements (2 x Rating)

Notifications
Sent to CSAV Tyndall and Crewing subscribers

AUDIT MGR

Audit Manager
Schedules Flag inspection

Notifications
Sent to CSAV Tyndall and CSR subscribers

Office 365

Microsoft Outlook (Email) used to contact external parties to arrange the date and time of the installation.

Microsoft Team's used to discuss internally which Radar Magnetron is to be re-assigned. Team's also can be used as a doc repository,
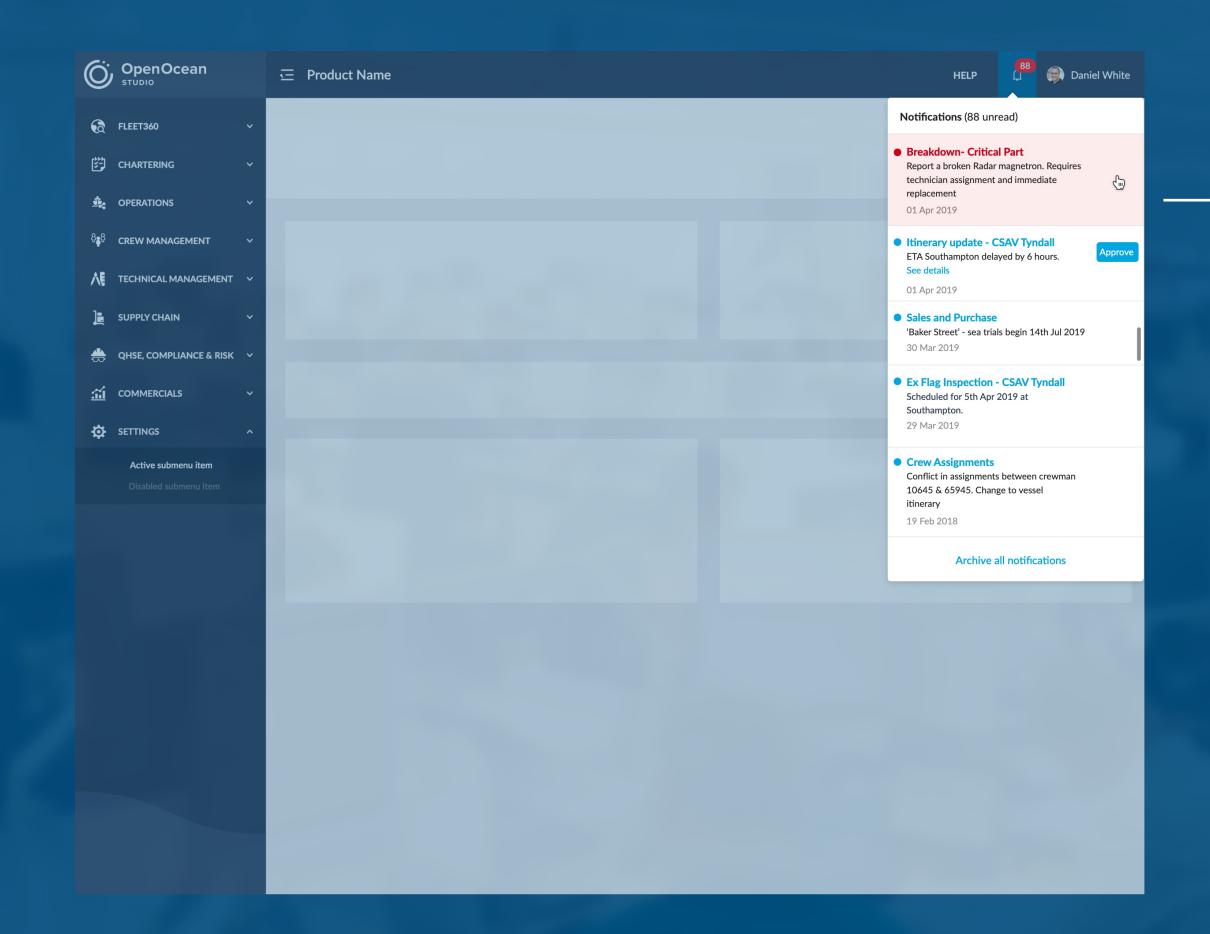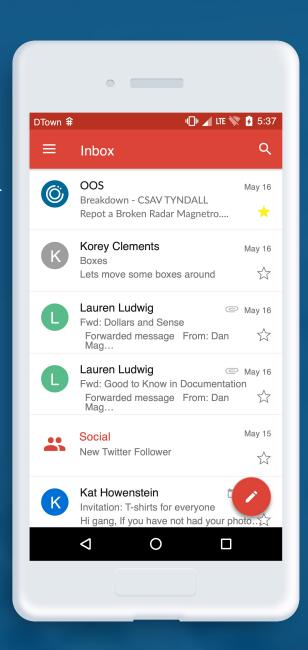
OpenOcean STUDIO

Notifications

VARIOUS OOS ROLES

Throughout this scenario, OpenOcean Studio will automatically send a number of 'event based' notifications and alerts to users rom the core plattform, based on their current subscriptions and user permissions to workflows.

Critical/ Important messages will be pushed through to mobile.

OOS and ERP examples

CREW OPERATOR
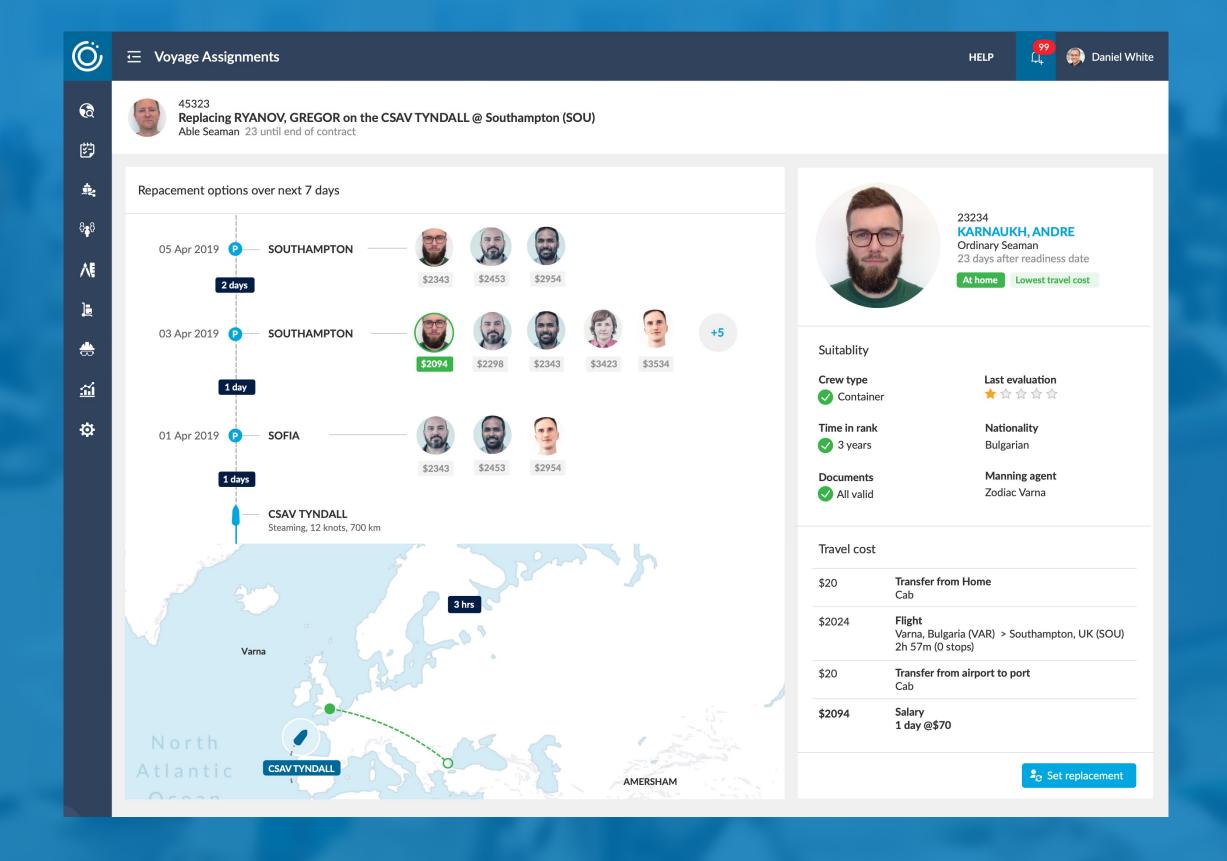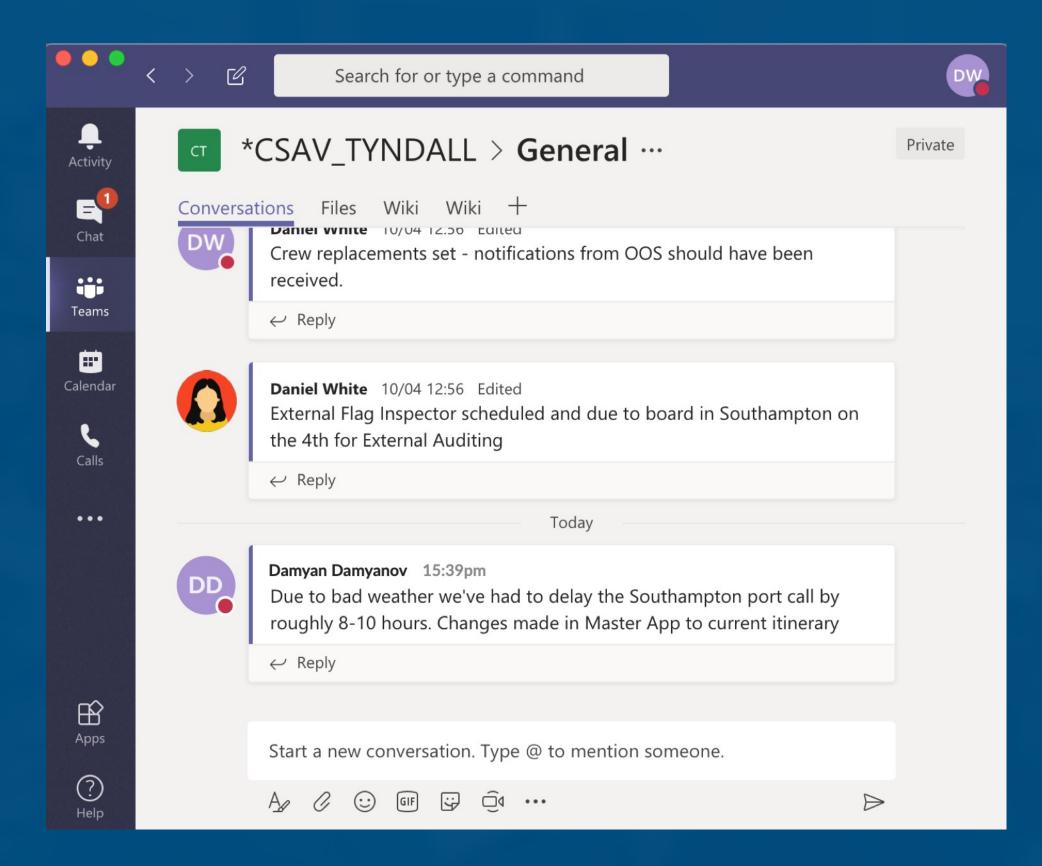
Crew operator uses the OOS Crew assignment tool to find the best candidates for ratings replacement

VARIOUS ROLES

When further information or discussion is required internally, tools such as Microsoft Teams and Outlook email would be used for team communication

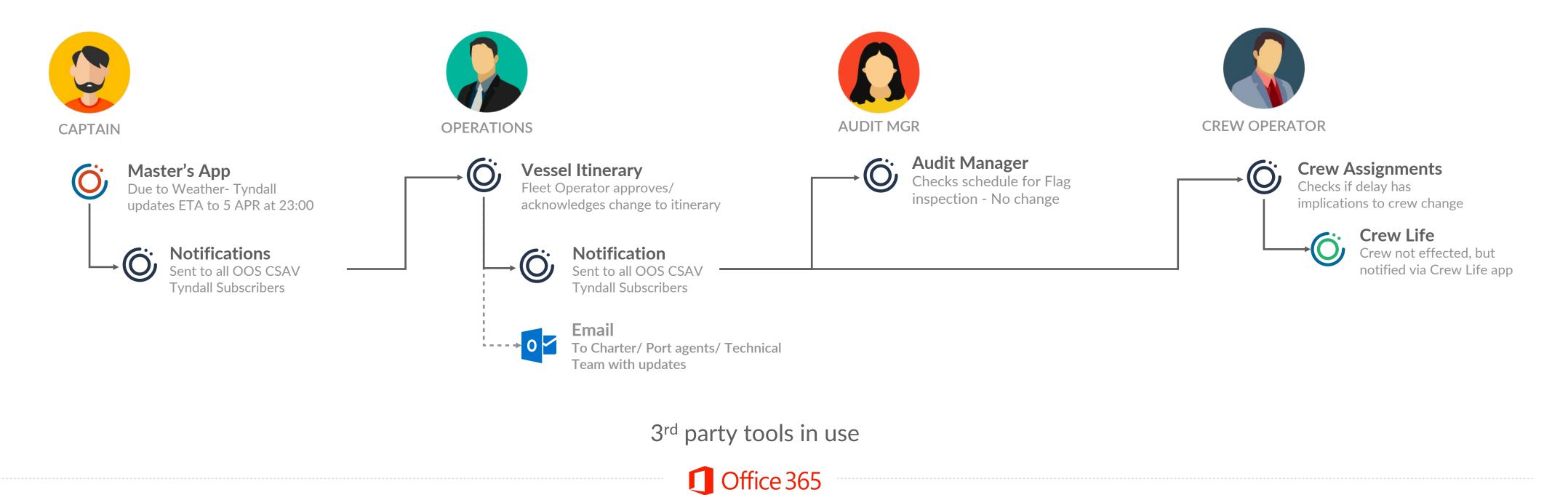**CSAV Tyndall encounters bad weather, delays port call to Southampton**

Bad weather forces delay

Due to the delay caused by bad weather, all CSAV TYNDALL subscribers were notified via OOS notifications once the Master's App on board was updated.
Now with an updated itinerary, port activities need to be re-checked based on the new arrival time into Southampton.
Below shows the timeline off awareness and activities around the new scenario.

CAPTAIN

OPERATIONS

AUDIT MGR

CREW OPERATOR

Master's App
Due to Weather- Tyndall updates ETA to 5 APR at 23:00

Notifications
Sent to all OOS CSAV Tyndall Subscribers

Vessel Itinerary
Fleet Operator approves/ acknowledges change to itinerary

Notification
Sent to all OOS CSAV Tyndall Subscribers

Email
To Charter/ Port agents/ Technical Team with updates

Audit Manager
Checks schedule for Flag inspection - No change

Crew Assignments
Checks if delay has implications to crew change

Crew Life
Crew not effected, but notified via Crew Life app

3ʳᵈ party tools in use

Office 365

Microsoft Outlook (Email) used to liaise with external parties (outside OOS platform), such as external charterers, brokers and port agent

Microsoft Team's used for internal discussion. Example - there was no change required by the audit manager, so Teams could be used to assure everything the existing plan works fine.

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OOS/ Edge example

CAPTAIN

Captain updates the itinerary to reflect the delayed arrival time at Southampton
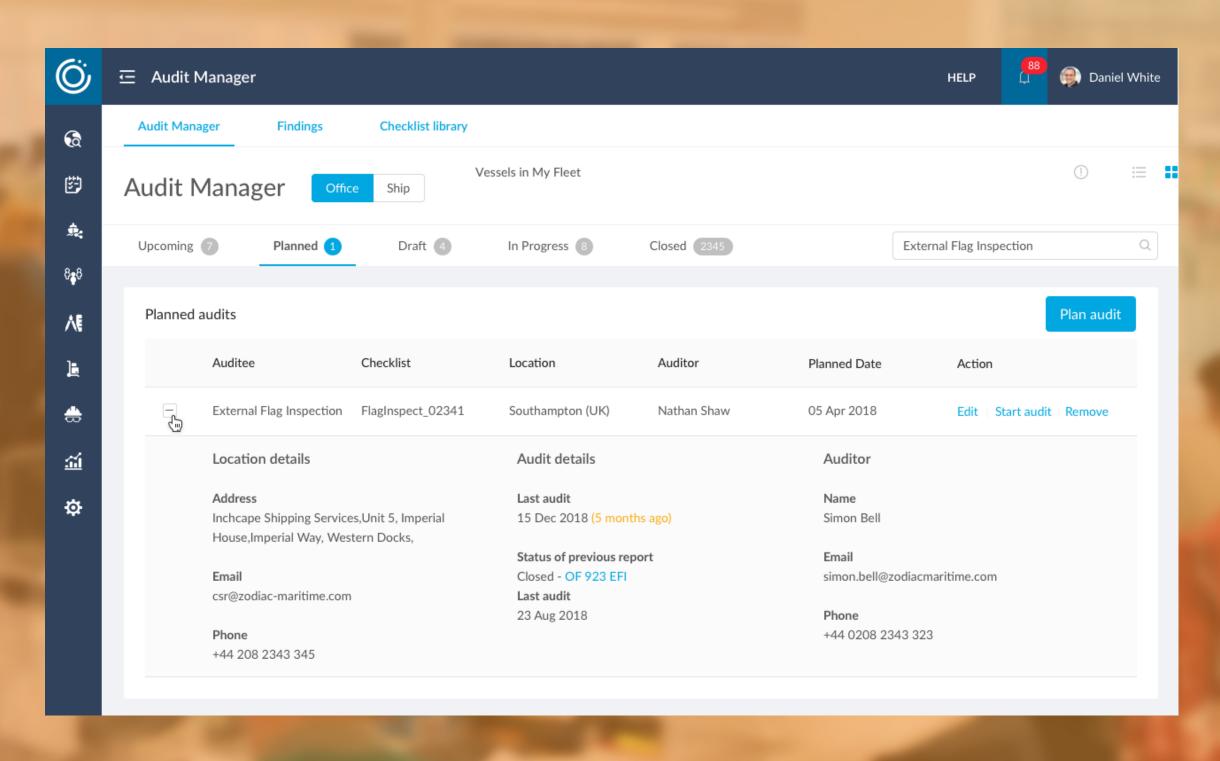
Charterer now decides to cancel port call at Southampton and go direct to Rotterdam

Charterer cancels a port call
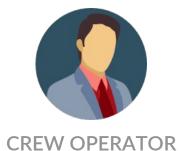
Due to the cancellation of the Southampton port call, numerous activities which were already scheduled for Southampton now need to be rearranged.

CHARTERER

CAPTAIN

OPERATIONS

TECHNICAL MGR

CREW OPERATOR

AUDIT MGR

Email
Charterer cancels Southampton port call

Master's App
Captain cancels Southampton port call. Vessel to proceed direct to Rotterdam

Vessel Itinerary
Fleet Operator approves/ acknowledges change to itinerary

Fleet 360
Tech manager re-books attendance in Rotterdam

Crew Travel
Change flights for crewmen due to board Tyndall at Southampton

Audit Manager
Cancels attendance in Southampton, for Rotterdam

Notifications
Sent to all OOS CSAV Tyndall Subscribers

Notification
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Notification
Sent to all OOS CSAV Tyndall Subscribers

Email
To Port agents/ Technical Team with VI updates

Email
To Charter/ Port agents/ Technical Team with updates

Crew Life
Crew updated with new travel arrangements

Crew Travel
Change flights for inspector to Rotterdam

Office 365

Microsoft Outlook (Email) used to liaise with external parties (outside OOS platform), such as external charterers, brokers and port agent

Microsoft Team's used for internal discussion regarding some of the changes required

OpenOcean
STUDIO

Examples of tools in use:

CAPTAIN

Captain updates the itinerary via Master's App to reflect cancelled port call at Southampton

Changes are then reflected in OOS Vessel Itinerary and Operations manager confirms the change.

Examples of tools in use:

TECHNICAL MGR

Receives notification of cancelled port call, and a technical manager re-assigns a technician to attend in Rotterdam

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≡ Equipment Register   HELP   🔔 88   Daniel White

My Technical Dashboard

[Search for a vessel, systems or spares]   🔍

Overview   My Fleet   KPI's   Reporting

Tankers at Sea ⬤ | Oil ✕ Crude Refined ✕ Chemical LPG

Vessels in My Fleet   ⚠ ☰ ⊞

⬤ CSAV TYNDALL   IMO: 9074729   📌

⚠ **Breakdown - Critical Part**
Radar Magnetron requires replacement

Date & Time Reported   Due
2 Apr 2018 | 01:53:49 UTC   05 Apr 2018

Nearest potential transfer location:

SOUTHAMPTON- 250 miles   Arrange transfer
BELFAST- 317 miles   Arrange transfer
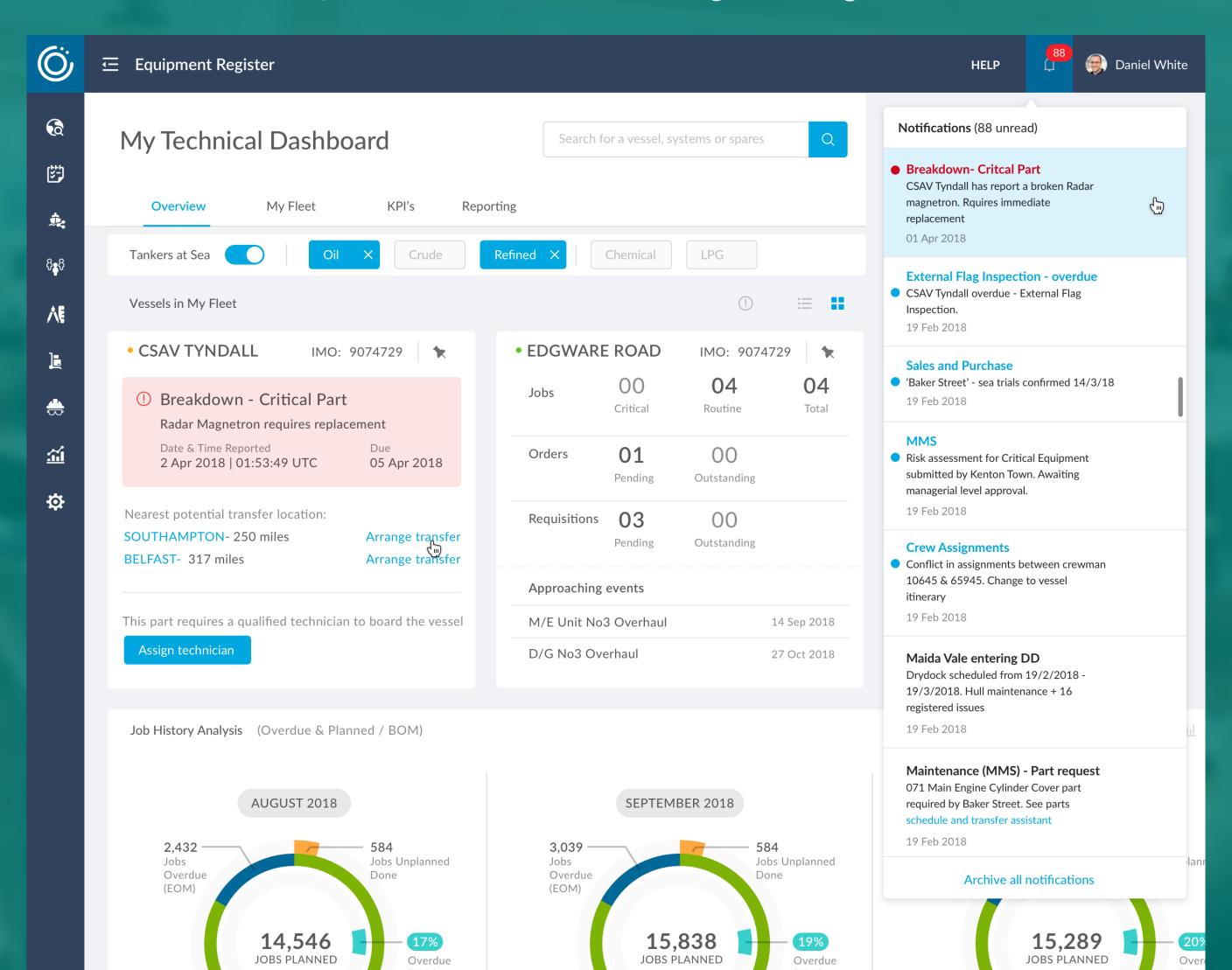
This part requires a qualified technician to board the vessel

[Assign technician]

⬤ EDGWARE ROAD   IMO: 9074729   📌

Jobs   00   04   04
            Critical   Routine   Total

Orders   01   00
            Pending   Outstanding

Requisitions 03   00
            Pending   Outstanding

Approaching events

M/E Unit No3 Overhaul   14 Sep 2018

D/G No3 Overhaul   27 Oct 2018

Job History Analysis (Overdue & Planned / BOM)

AUGUST 2018   SEPTEMBER 2018

2,432   584   3,039   584
Jobs   Jobs   Jobs   Jobs
Overdue   Unplanned   Overdue   Unplanned
(EOM)   Done   (EOM)   Done

14,546   17%   15,838   19%   15,289   20%
JOBS PLANNED   Overdue   JOBS PLANNED   Overdue   JOBS PLANNED   Over

Notifications (88 unread)

⬤ **Breakdown- Critcal Part**
CSAV Tyndall has report a broken Radar magnetron. Rquires immediate replacement
01 Apr 2018

External Flag Inspection - overdue
⬤ CSAV Tyndall overdue - External Flag Inspection.
19 Feb 2018

Sales and Purchase
⬤ 'Baker Street' - sea trials confirmed 14/3/18
19 Feb 2018

MMS
⬤ Risk assessment for Critical Equipment submitted by Kenton Town. Awaiting managerial level approval.
19 Feb 2018

Crew Assignments
⬤ Conflict in assignments between crewman 10645 & 65945. Change to vessel itinerary
19 Feb 2018

Maida Vale entering DD
Drydock scheduled from 19/2/2018 - 19/3/2018. Hull maintenance + 16 registered issues
19 Feb 2018

Maintenance (MMS) - Part request
071 Main Engine Cylinder Cover part required by Baker Street. See parts
schedule and transfer assistant
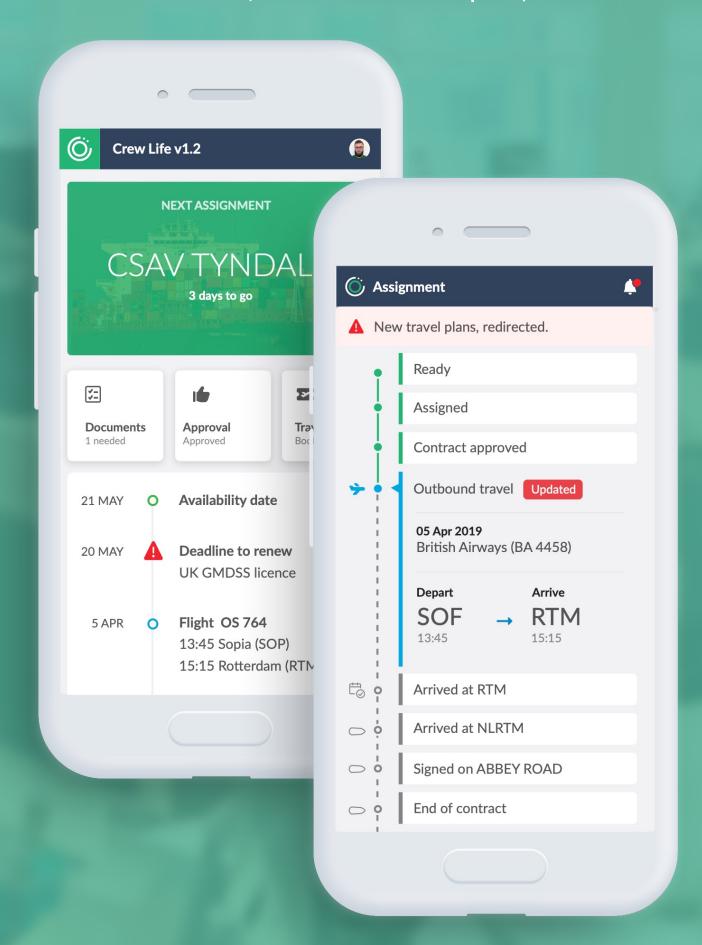19 Feb 2018

Archive all notifications

Examples of tools in use:

VLADISLAVS KARNAUKH (52143)

Crew Operator acknowledges flight automatically re-booked for 1x crew to fly direct to Rotterdam (instead of Southampton)

ANDRE KARNAUKH (52687)

Crew Operator approves additional cost associated with additional travel leg to crewman arriving from Mumbai.