

## Case: Crew Management System

### BACKGROUND

**Client:** Singapore based maritime company, managing ships.

Maritime companies have at least two functional nodes namely Corporate office and Vessel. 'On-board' crew management data were received at the corporate office via fragmented 'excel' files and normal mail messages, which was hindering efficient marine / fleet operations. Creation of various 'Arrival', 'Departure' related port papers, Custom and IMO forms, keeping track of crew over-time / expenses on board vessels, also took a chunk of floating staff's time, who were otherwise hard pressed.

### CHALLENGE

1. Though both corporate offices & vessels essentially use common information to a great extent, but information flow is often costly or delayed due to communication expenses as well as bandwidth limitations via satellites.
2. Again maritime organizations being very vast, operate through multilevel control hierarchies, for instance, basic 'on board' crew management to local and international laws compliance. The study shows another biggest fallback, of not having **consolidation and automation of information** among these levels of diversified platforms, lead to data duplication and human error.

### RESPONSE

ESQUIRE INFOLAB SYSTEMS has designed and developed an intelligent application called CMS(Crew Management System) using .Net with SQL Server 2008 / SQLite for both WEB & WINDOW(Standalone) applications which seamlessly integrates personal information systems, payroll information system, master setup, crew sign ins/offs, crew rest periods, etc... to run in a LAN as well as INTERNET environment, with local &/ centralized databases.

\*This system has the ability to migrate updates from vessels & integrate the data to the central server without any human intervention. (Moreover, updates get converted into an XML files which are further zipped to make file size very small (e.g. 8kb) and can be sent through low satellite bandwidths.)

**\*AUTOMATION**

## OUTCOME

1. No human intervention is reqd. to integrate data between vessel & office.
2. Computation of salary & multiple bank account deposits & transactions were automated.
3. Reports & documentation is also a couple of minute's job & it enhanced efficiency of functional group.
4. Preparing estimated budget, receiving allotment, booking of expenditure and filing daily/monthly return is no more time delaying/waiting job for the respective resources.
5. The system also acts as tactical level tool. For instance following up of expected alert is alarmed, and this reminds user on regular basis by the system.
6. Personal data of all crew can be gathered at all levels daily, helps planning the human resource to resolve the issues like transfer, promotion, rehiring, etc.
7. Similarly vessel's certifications and arranging respective survey personnel can be planned well in advance.

## SCOPE

This application can be universally implemented in any Shipping/Maritime organization. It has been thoroughly designed & developed to cater the human resources needs of Ship Managers & Operators around the globe.