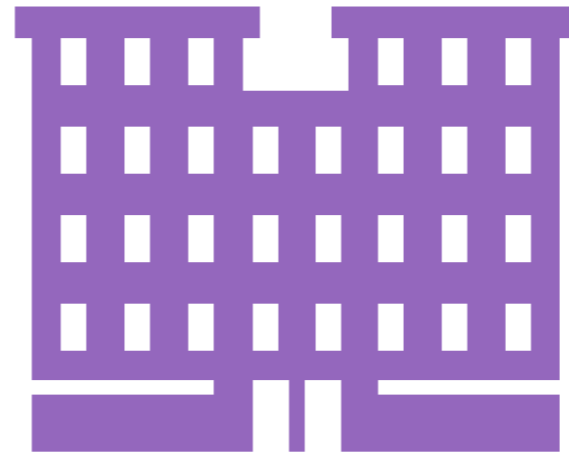


Case Study of Customer Benefits with Best in Class Vessel IT

Customer Profile



No. Of Vessels - 50

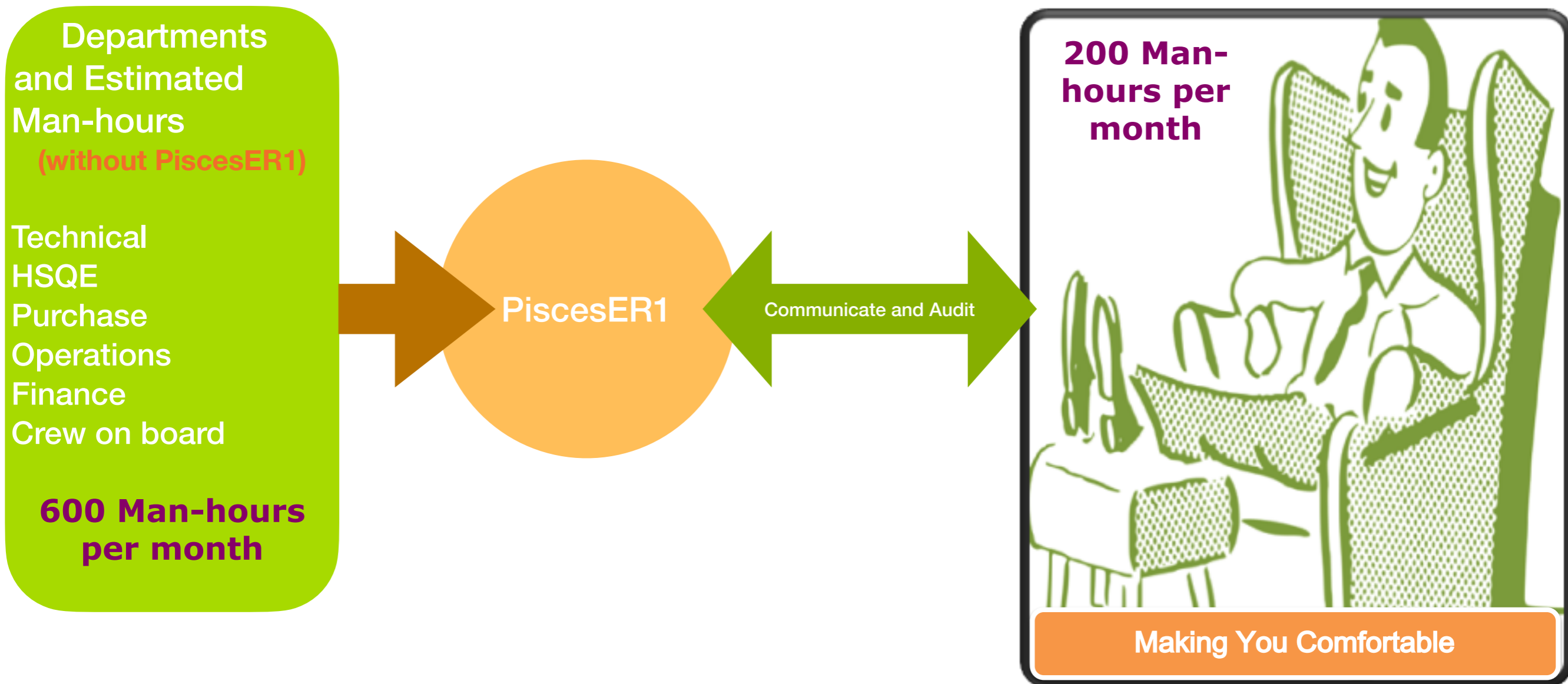


Offices - US and Singapore



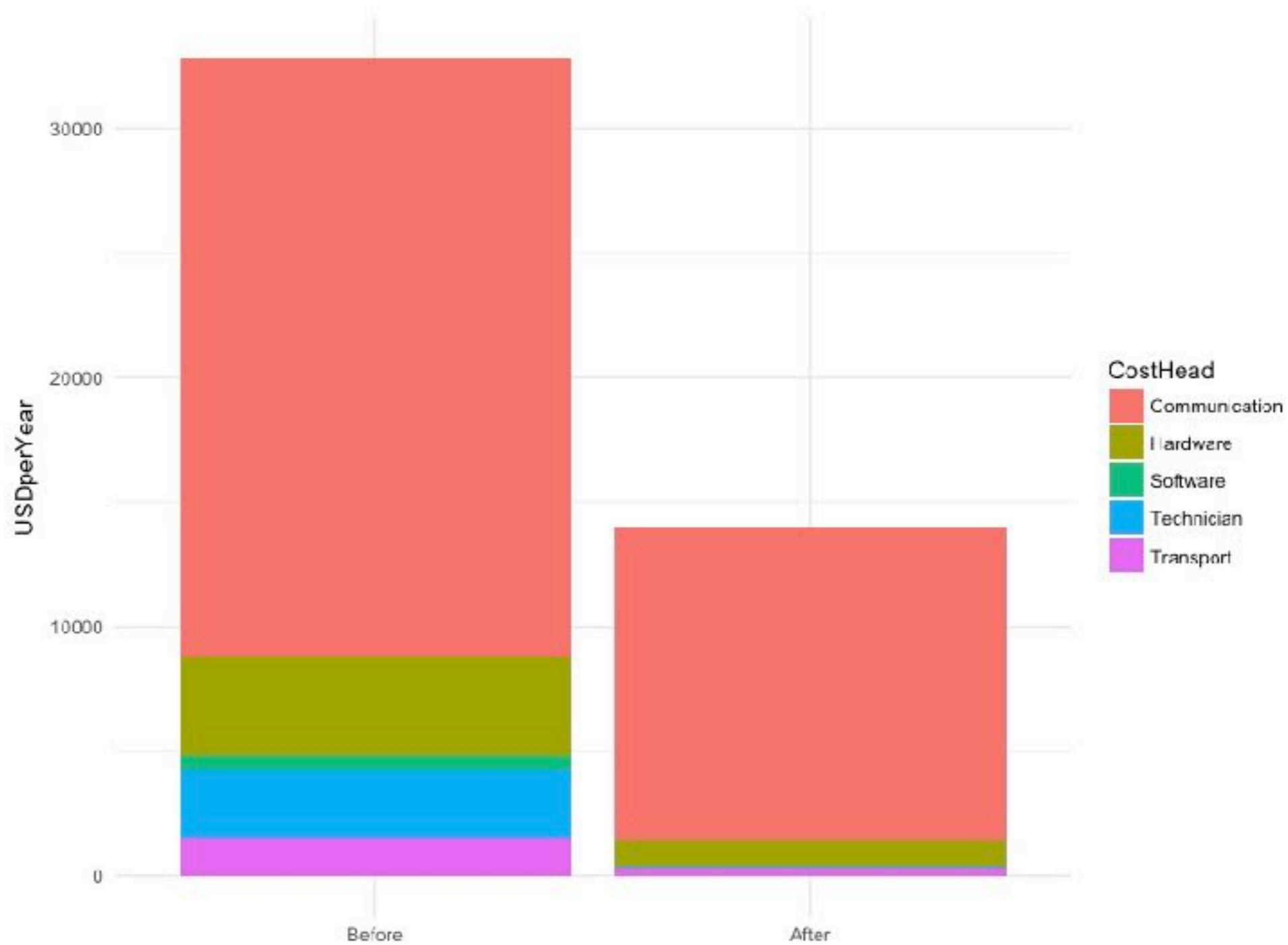
Vessel Trade - World Wide

Savings for Customer - Intangible

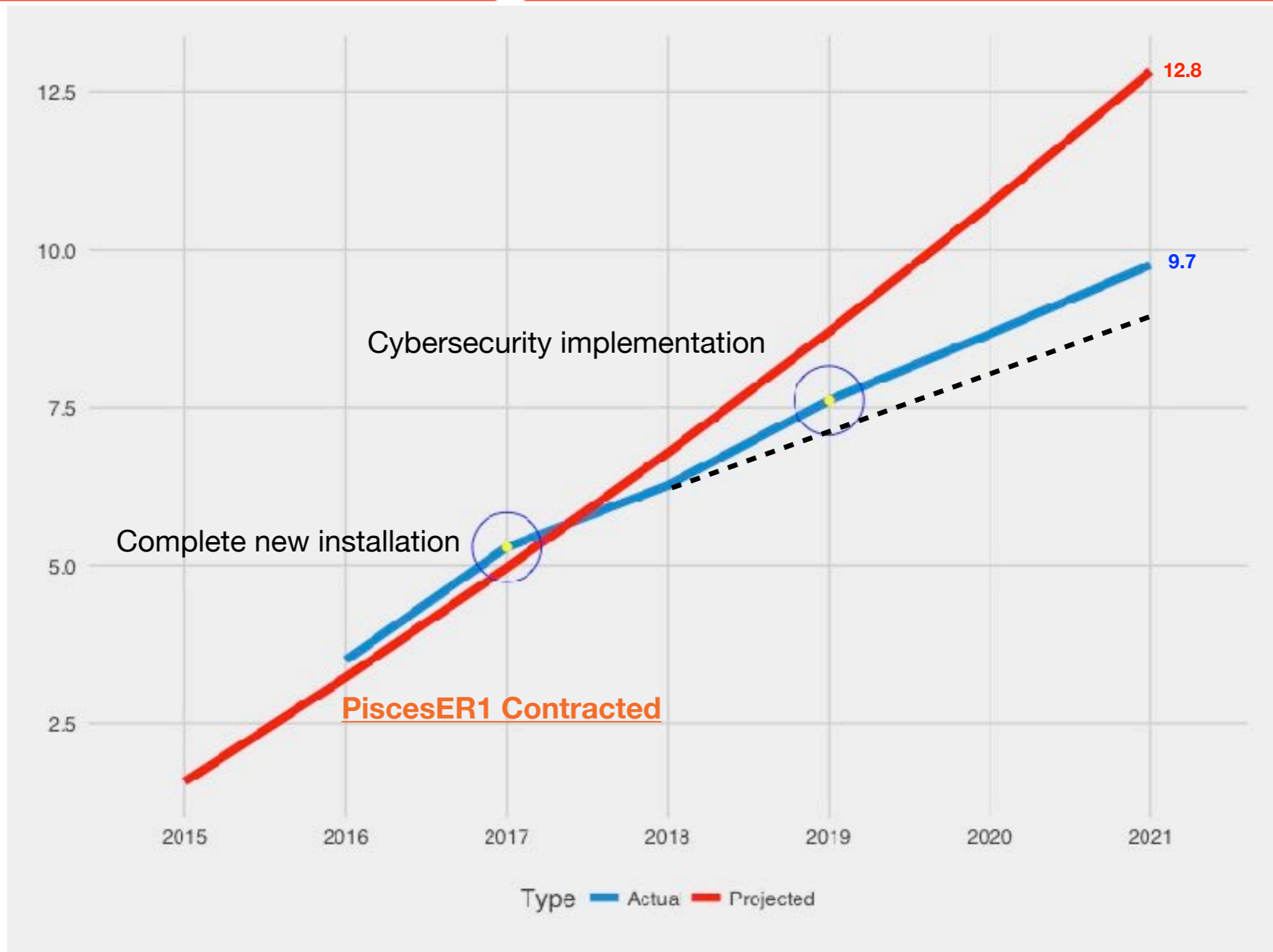


Capacity give back of 400 Man-hours per month to the organisation

Savings for Customer - Tangible (estimated)

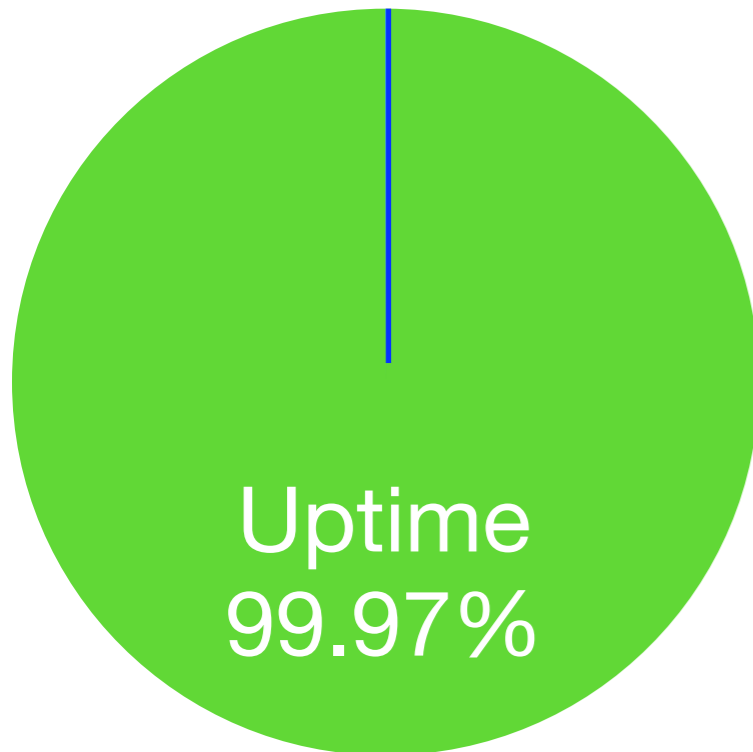


Long Term Savings for Customer - Tangible ROI



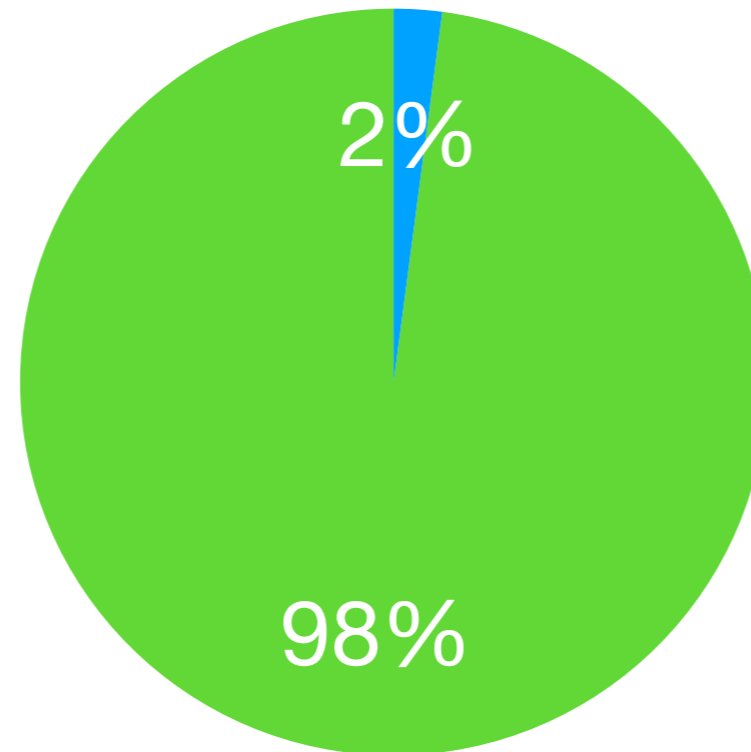
Performance Metrics for 1 year

Server operations in last one year - 50 nos



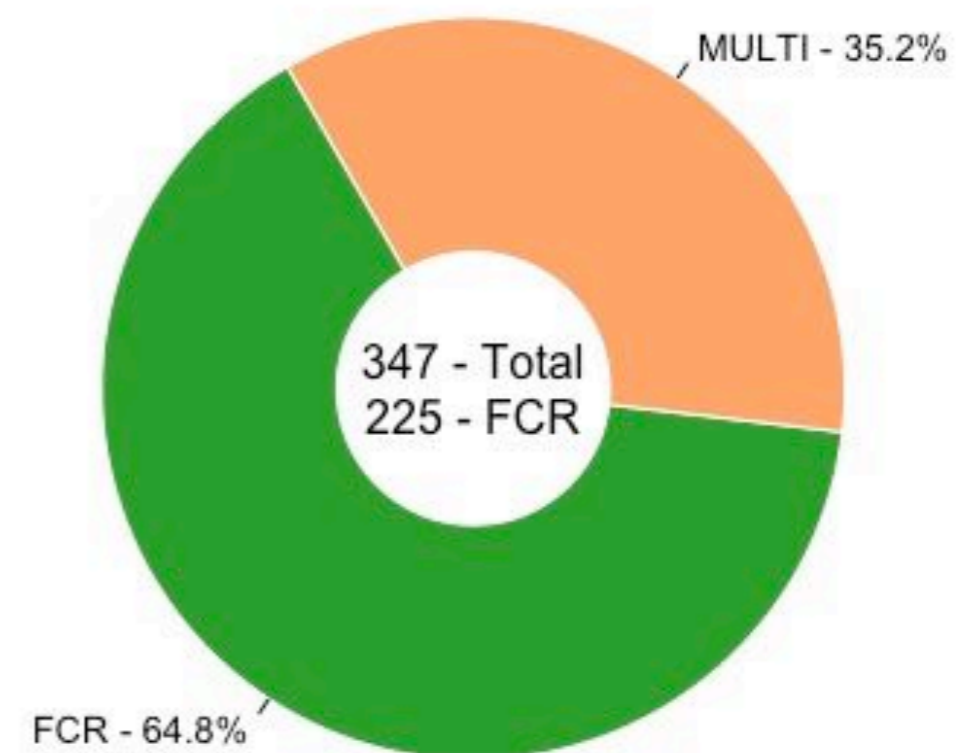
SLA - 90%

Troubles requiring travel



SLA - 90%

FCR of resolved cases



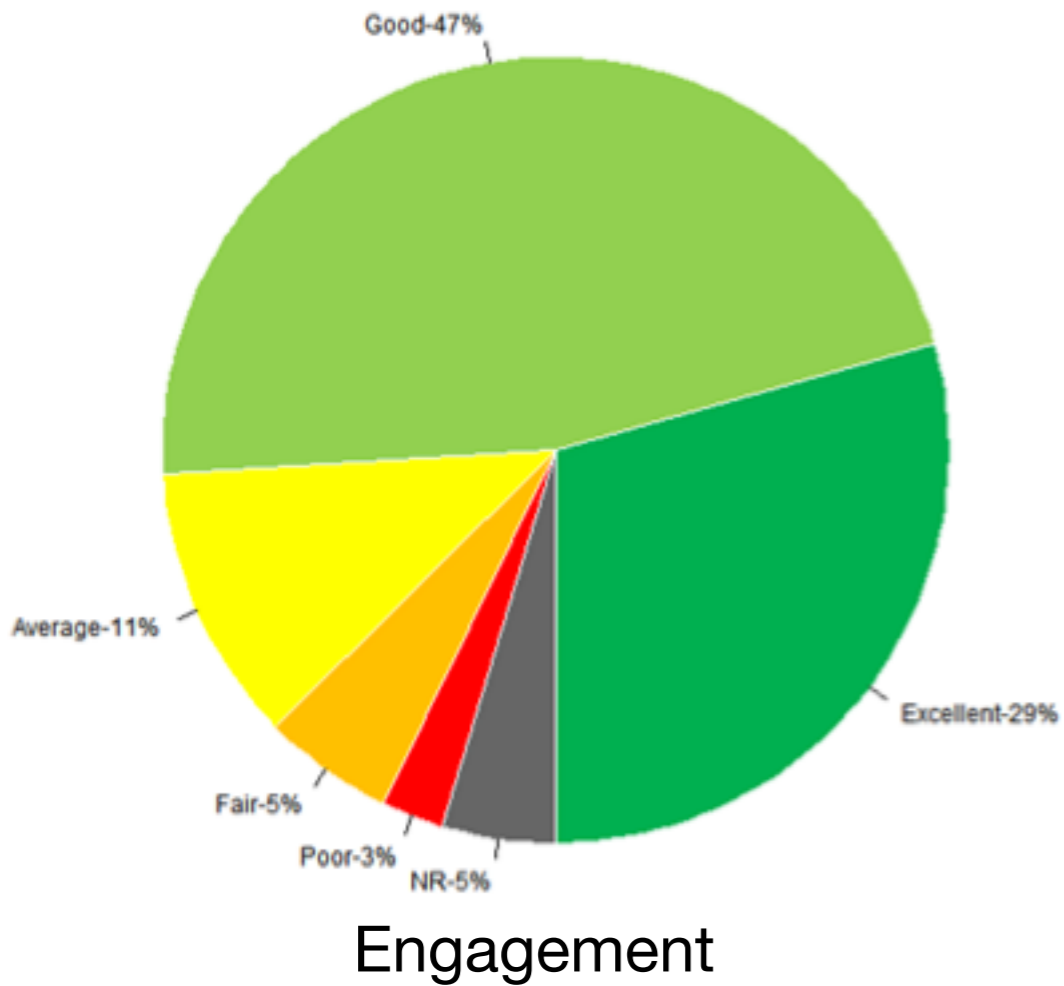
Shore benchmark - 64.1%

Higher uptime gives higher ship operational efficiency and lower incendiary costs

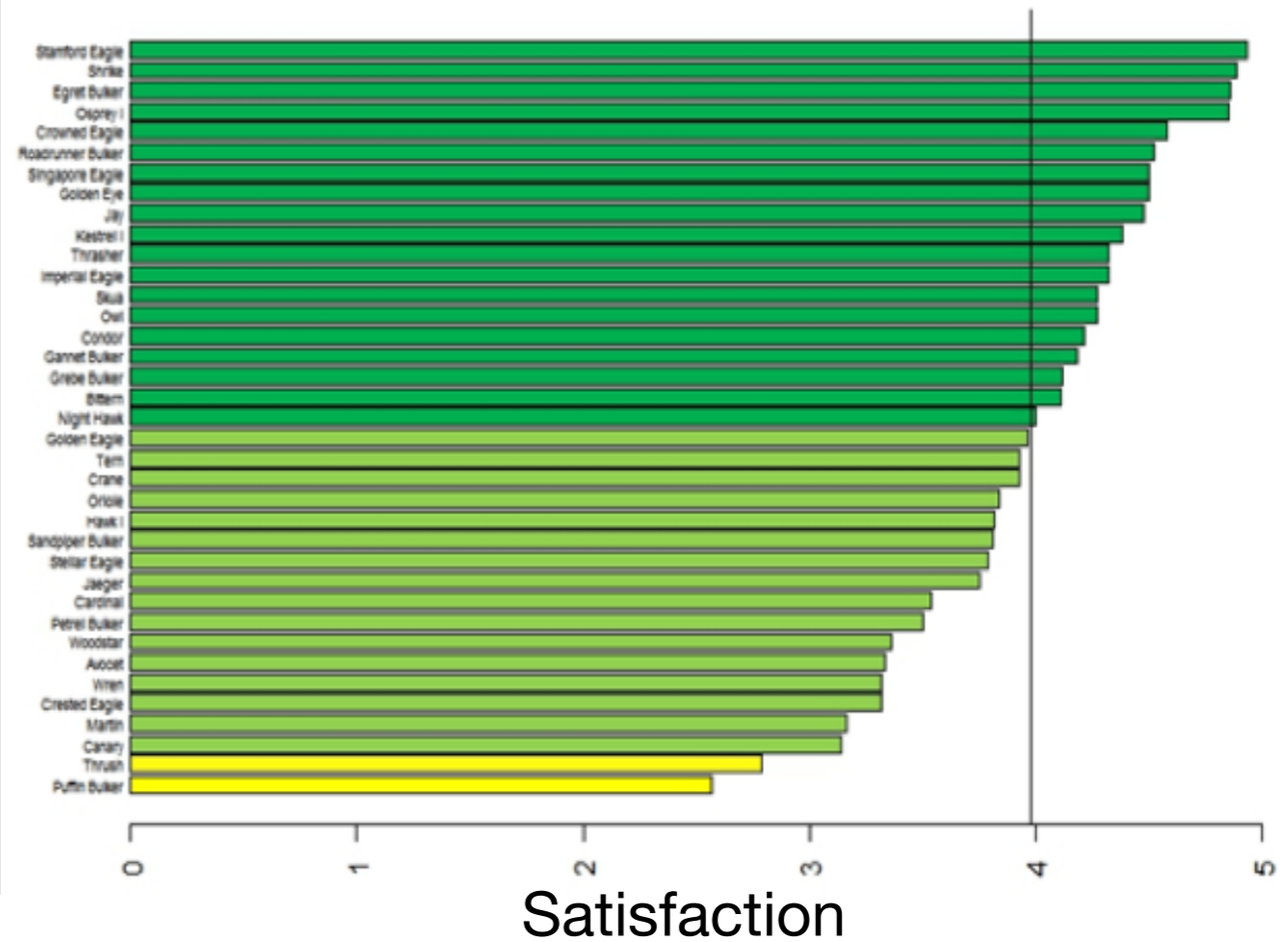
Lower travel to the vessels drastically reduces the travelling and local technician costs

Higher FCR means more user satisfaction - only 45% support centres able to achieve the benchmark

User Survey Report



95% responses received
29% Excellent
47% Good
3% Poor
 (each question rating)



Overall satisfaction - Good
4 Vessels - Highly satisfied
2 Vessels - Dissatisfied
 (overall satisfaction rating)