

CASE STUDY

ABS WAVESIGHT™ PROFESSIONAL SERVICES: BALANCED SCORECARD

How Good Data Governance is Key to Safer and More Efficient Operations

Successful software implementations and upgrades need a deeper process change to embed them into day-to-day operations.

An established vessel owner and operator needed to ensure it was leveraging maximum value from its maritime ERP and understand how it could create efficiencies in planning and executing operations across its fleet.

As users of ABS Wavesight Nautical Systems™ (NS), including the NS Maintenance Manager, NS Purchasing Manager, NS HSQE and Vetting Manager and NS Crewing and Payroll Manager modules, the company recognized that while software upgrades are commonplace in IT systems and consumer electronics, in vessel ICT, the release of an update is not always a simple click and forget procedure.





Improving Data Hygiene

The operator wanted to understand if the configuration, data and context that underpinned its NS landscape allowed for complete feature utilization and efficient adaptation in line with their business operations.

For a complex installation like maintenance and purchasing software, it is necessary to synchronize front-end functionality upgrades with the underlying data which drives decisions and actions. A change to the user interface without a respective modification to the underlying data and context could mean that the required functions are not available or only work partially.

The importance of optimal configuration, functional data and efficient context hygiene extends across multiple areas of day-to-day operations. With ABS Wavesight support, the operator was able to reconfigure the system to more accurately map to their business processes and enrich data and context e.g. vendor records, equipment, parts, maintenance jobs, crewing records and more.

The Professional Services Consultants at ABS Wavesight performed a Balanced Scorecard Review and validated the system's configuration of items including user profiles, user interface setup, approval workflows, vessel requirements and data gaps, equipment particulars, maintenance jobs, parts, inventory, vendor records and crewing records, and provided a gap analysis with observations and recommendations for improvement.

From Technical Fix to Process Improvement

Long term customer relationships are built on trust and reliability. Processes with which customers are highly familiar are the ones that tend to encourage reliance rather than scrutiny.

When users own a process or an asset, they tend to rely more on assumed knowledge — a situation that can isolate a role like maintenance rather than seeing it as part of a system.

The key to creating measurable improvements is to focus on process improvement rather than just the required technical fix. When new versions are released, it's important to study the new functionality and think about the data changes that are required for effective adoption.

With more accurate data and efficient context underlying their desired functions, the operator's teams were able to improve process management and adopt best practices in maintenance and purchasing for the fleet.

Improved Performance

The Balanced Scorecard review produced by ABS Wavesight's Professional Services team helped the operator understand whether predictive maintenance was properly scheduled and identify gaps in how assets and crewing data were being managed.

When systems fail to work as expected, users can lose faith. However, not being able to use the software effectively can also reflect lack of training. The ABS Wavesight Professional Services team helped users regain confidence in the system and provide training for both new and existing staff.

Good data governance of an ICT system like NS aligns the features of the system to the information that underpins it, supporting faster, more efficient operations onboard and ashore.

Visit abswavesight.com/ns-professional-services to learn more about the Balanced Scorecard review and request your consultation.