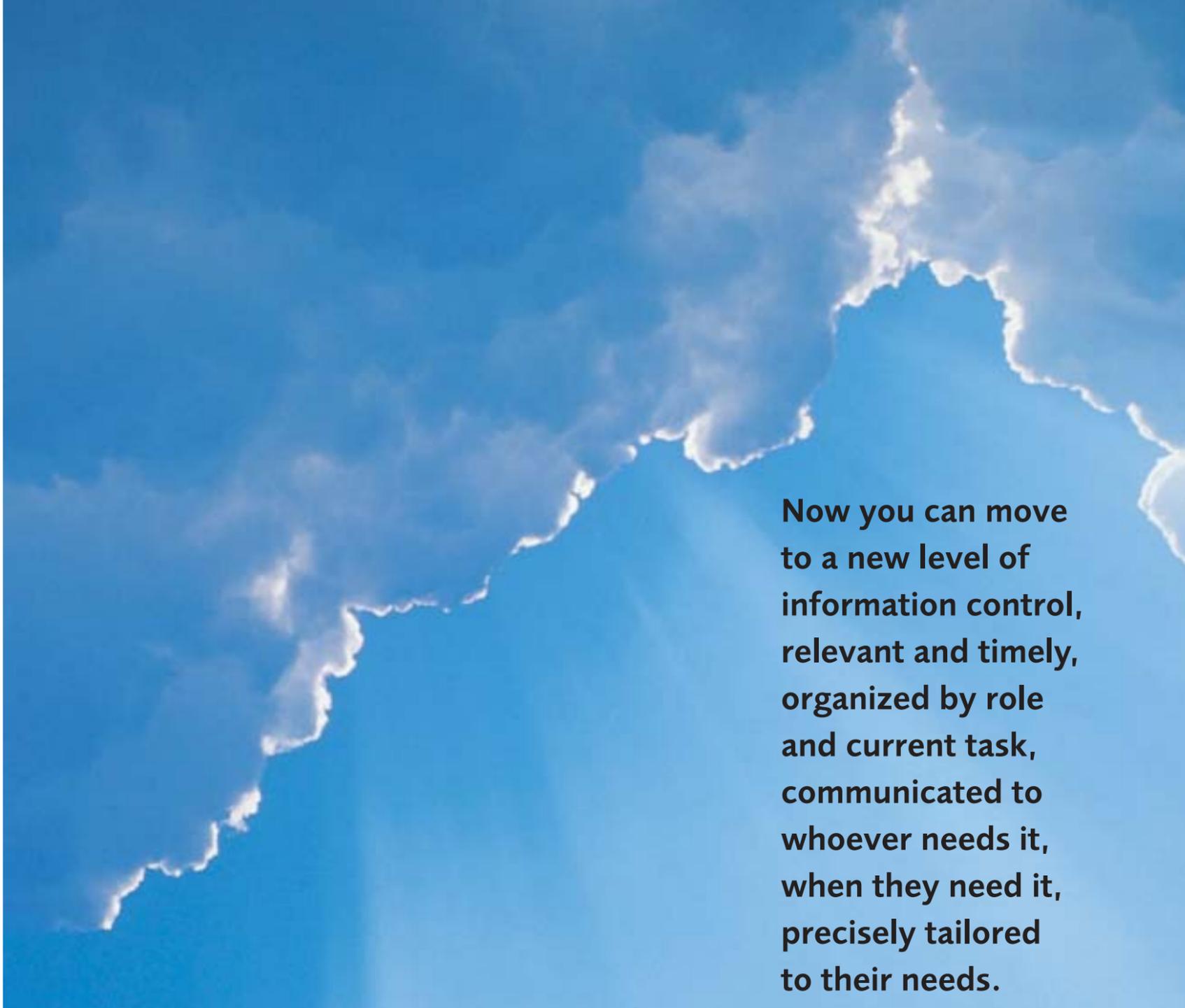




web: [www.ulysses-systems.com](http://www.ulysses-systems.com)  
e-mail: [info@ulysses-systems.com](mailto:info@ulysses-systems.com)

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Now you can move to a new level of information control, relevant and timely, organized by role and current task, communicated to whoever needs it, when they need it, precisely tailored to their needs.



*task assistant*

*task assistant*



**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.

**Welcome to task-driven information.**  
**A new level of efficiency.**

# The information management challenge

A modern information system should understand you, your role and your goals so well that it acts as your personal assistant:

- connecting you with all the electronic resources you need
- helping you manage all the information relevant to your current task and
- sharing this knowledge with others who need it.

It should do this without requiring changes in your existing work procedures by knowing how you work and who needs the information.

The result is an organization leveraging maximum efficiency from its corporate knowledge.



PRODUCTIVE DOWNTIME

## Task Assistant: making information available

### HOW DO YOUR STAFF GAIN ACCESS TO TIMELY INFORMATION?

For every internal process and external contact by your company, valuable information is captured in databases, e-mails, and quality management systems. But what happens to it? Is it:

- filed in hard copy memos, notes or reports?
- marooned on personal computers?
- buried in databases?
- isolated on the internet or in third party systems?
- locked away in personal memory?

### WHAT INFORMATION EXISTS? WHERE IS IT?

Ship operations, maintenance, quality and commercial management are all tightly inter-related, but they are commonly managed by separate software systems.

When a task or decision in one area needs information held in another, it takes significant effort to retrieve the relevant data.

## The Task Assistant solution

- enterprise-wide information flows, matching your company's operations and your staff's roles and tasks
- a 'personal assistant' for each member of staff, providing intuitive access to information and tools from all sources based on their task and role

## Managing downtime: a case study

Downtime repairs are a high-risk operation, where mistakes in coordination can prove very costly. Task Assistant allows you to make cost-effective use of a vessel's idle days, with benefits for your company.

Here, we see how Task Assistant improves coordination and efficiency between office and ship staff. With its role and task-based approach providing easy access to relevant information, staff can focus on downtime repairs, extracting all relevant reports, communications and data.

The Chartering Manager, Technical Manager, Superintendent, Purchaser, Master and Chief Engineer can coordinate their work more effectively:

- minimising cost and time out of service
- optimising the vessel's repairs during downtime
- using chartering idle periods effectively, through prior warnings of repair needs
- maximising income by adjusting vessel employment to suit downtime periods

Using Task Assistant to access the latest versions of company documents and complete records of previous communications, the following tasks can be completed:

### CHARTERING MANAGER

- reviews future choice of voyage charter
- assesses vessel position and idle days against repair schedules

### SUPERINTENDENT

- checks spare parts inventory
- refers to graphical views of parts such as stern tube seals
- approves requisitions

### PURCHASER

- prepares spare parts requisition lists for quotations and ordering

### TECHNICAL MANAGER

- identifies priority repairs such as stern tube seal replacement
- communicates with Master and Superintendent on repair procedures such as ballast plans
- evaluates additional operations during downtime such as cargo system maintenance and tank inspections
- reviews stern tube manufacturer's instructions for replacement method
- refers to agreement from external repair team
- checks past history of stern tube seal repairs for potential problems
- checks engine room scheduled works report regularly supplied by Chief Engineer for further items to be included in the downtime repair
- refers to Operations Manager's appointment of local agents and local port arrangements
- views agent's response
- checks inspections and class survey items, and views class status report website

Delays in downtime repairs can cause loss of earnings, the next charter or worse. Software alone cannot prevent these delays, but the risks can be mitigated by thorough coordination, preparation and checking.

Task Assistant absorbs information and presents it logically and instantly to users ashore and onboard, when they need it.

# Information, tools and communication – the power of Task Assistant

Most software dictates the way your staff work. It requires your company's established routines to be changed, just to comply with its rigid program structures. **Task Assistant takes the opposite approach and is designed for your way of working.**

Developed by mariners for mariners, Task Assistant recognizes that you are the ultimate expert in your own business and adapts itself to your company's way of working.

Task Assistant is designed around your staff's existing roles and the tasks they perform, 'understanding' them, their work and their goals:

- providing relevant and timely information from all available sources
- incorporating software and communications tools to manage it
- sharing knowledge and information with others who need it



UNDERSTANDING ROLES, TASKS AND GOALS

**Task Assistant in action providing easy access to information from all sources and supporting management throughout the organisation. For example:**

## Task Assistant onboard ship

### MASTER

- technical and management history of the vessel
- quality management compliance records
- maintenance and incident history
- company instructions, manuals and procedures

### NAVIGATION OFFICER

- navigation and maintenance history of the vessel
- voyage histories relevant to current trading
- company instructions, manuals and procedures

### SAFETY OFFICER

- safety equipment maintenance history
- forms and procedures for all safety compliance records
- company instructions, manuals and procedures

## Task Assistant ashore

### OPERATIONS MANAGER

- better control of port operations
- improved freight calculations
- charter party duties
- claims data
- onboard information libraries
- ships' support service contracts

### TECHNICAL MANAGER

- technical history of the fleet
- critical maintenance task co-ordination
- surveys, maintenance and repairs
- spares and requisitions cost control
- effective forward planning with all staff ashore and onboard



POWER TO GET THE JOB DONE

# The benefits of task-driven information

## Commercial and operational

- **FASTER AND BETTER-QUALITY DECISION-MAKING**  
Task Assistant provides timely and relevant information to each user at the point of need, consolidated from all sources relevant to their task and role. All operational decisions are based on complete and up-to-date information, reducing timescales, errors and non-conformities.
- **IMPROVED COMMUNICATIONS**  
Task Assistant gathers, distributes and presents data and information to those who need it, when they need it.
- **BETTER DOCUMENTATION & REPORTING**  
New document releases and change requests are easily distributed to all staff, organized by their relevant task and role.
- **SIMPLER COMPLIANCE PROCEDURES**  
Task Assistant's dedicated auditing facility reduces ship-auditing time and preparation costs.
- **BETTER USE OF DATABASES AND SOFTWARE APPLICATIONS**  
Task Assistant integrates your existing data and software tools, providing users with direct access relevant to their current task.
- **AUTOMATING INFORMATION STORAGE**  
Task Assistant reduces physical filing, delivering savings on staff time and resources.

## Installation and support

- **SMOOTH IMPLEMENTATION**  
No need to change your procedures: the task-orientated system adapts to your way of working.
- **A SYSTEM THAT GROWS WITH YOU**  
Task Assistant is fully scaleable to match your business, offices and ships, without heavy costs or loss of investment.
- **QUICK FAMILIARISATION OF NEW STAFF AND CREW**  
Task Assistant's user-friendly design and intuitive information retrieval requires little training for ship or shore staff, as it reflects the way they work.

## Recent applications

- Cruise ship manager with 10 vessels and 4 offices worldwide, choosing Task Assistant to provide integration of company information with tasks, and to reduce costs of updating manuals and documentation.
- Asia Pacific ship manager looking for transparency of information across its fleet.
- Middle East ship manager with 20+ tankers, looking for a more user-friendly application after poor usage of existing system by onboard staff.



# A maritime pedigree

Task Assistant is developed and supported by Ulysses Systems, a worldwide organisation based on over 100 years' experience of shipping operations and how shipping people work.

Ulysses takes a pragmatic and open approach with its clients, working closely with them to meet realistic commitments and timescales.

Sales and installation are only the start of our involvement. Our shipping experience ensures that our staff provide practical support:

- **Customisation** to match your corporate operations.
- **Integration** of your existing documentation and software tools.
- **Documentation** assistance for your user manuals and company records.

- **Deployment** to get you up and running in the shortest practicable time.
- **Installation** of systems at any location, on board or ashore.
- **Operational support** from Ulysses' experienced marine and development staff, including updates and software migration.
- **Training services** for all levels of management and operations staff.
- **Consulting** to support customers' staff in quality management applications, data capture, IT solutions and communications.



SUPPORTING COMPLEX OPERATIONS