

SHIP // MATE®

*tell us your
dreams*





ShipMate is a comprehensive, integrated yet modular ship management solution that caters to the needs of Ship Owners, Ship Managers (main fleet, offshore, tugs and boats) and Manning Agents (main fleet, shipyards and yachts).

ShipMate integrated product suite

- CREW MANAGEMENT SYSTEM
- CREW PAYROLL MANAGEMENT SYSTEM
- PLANNED MAINTENANCE SYSTEM
- STORES & PROCUREMENT SYSTEM
- BUDGET & ACCOUNTING SYSTEM
- QUALITY & SAFETY MANAGEMENT SYSTEM
- REST & WORK HOURS MANAGEMENT SYSTEM
- DECISION SUPPORT SYSTEM

ShipMate- The absolute advantage

ShipMate derives its rich functionality from SBN TechnoLogics's domain knowledge in shipping, extensive experience and expertise as a leading provider of fleet management solutions. We convert the needs of our clients into our products to increase our competitiveness. We capture the data, disseminate and add value. ShipMate has helped customers reduce costs, which in turn improve their bottom line and efficiency.

ShipMate is developed on a technology which is absolutely up-to-date, versatile, cost-effective, easy-to-maintain and manage.

ShipMate- The difference

ShipMate is different from the other offerings in the industry. The difference is that which makes it different.

- **Customisation**- customised offerings, taking into consideration regional and 'rule of the land' specifics, ensuring hassle-free adaptability.
- **Global software product support**- (Onsite/Remote)- SLA level, mail, telephone, chat and remote access support to meet your business needs on time.
- **Product deployment and training**- Onsite installation, deployment of software, training for all levels of management and operations staff to get you up and running in the practicable shortest time.
- **A la Carte offering**- Only pay for functionalities which you choose 'within' a particular product. Keeps your initial deployment costs low. Product grows with the organization.
- **Product cost to feature ratio**- Competitive and most likely, the lowest in the industry, unrivalled by any competitive offerings.
- **Integrated application suite**
- **Data migration**
- **Various multi-office networking options**
- **Communication enabled**
- **3rd party interfaces**- Seagull, Videotel, INSTONE, VCK Travel, Griffins, Shipserv, DG Shipping, Q88.com, Banks & Financial softwares.
- **Industry Compliance**- OCIMF, ILO/MLC 2006, SEPA
- **Data protection**



The product enables our customer to perform,

Basic tasks such as

- Printing CVs and crewlist
- Briefing and pre-departure checklists
- Managing, storing and emailing scanned documents

Special advanced tasks such as

- Payroll computation (Salary based & Contract based)
- Graphical planning
- Managing performance appraisal of seafarers
- Data analysis & MIS reporting
- Medical insurance of seafarer
- Training of seafarers • Illness/Injury and claims
- Managing recruitment of crew
- Allotment processing of seafarers with remittance facility
- Filipino wage Computation meeting POEA requirements

Interface with

- INSTONE, VCK Travel & Griffins ticketing systems
- Seagull, Videotel Training System • DG Shipping
- Q88.com • Banks & Financial softwares

On Vessels

- Seafarer personnel Info
- Seafarer performance Appraisal
- Payroll Computation
- Perform Sign on/Sign off
- Record Vessel D&A, Illness/Injury
- Masters Cash Account

Industry Compliance

- ILO/MLC 2006 • OCIMF • SEPA

We believe that ShipMate is today the best crewing software system available on the market and this has been achieved as a result of SBNT & the inputs offered by its customers, making this a true partnership in line with our True North values.

Extract from Wallem Magazine
True North

Crew Management System+ Payroll

Our comprehensive, feature-rich crew management (manning) software that addresses the basic needs of Ship Owners, Ship Managers (main fleet, offshore, tugs and boats) and Manning Agents (main fleet, shipyards and yachts) alike. The product offers the versatility to control all operations distinctive to the western or eastern ship management styles.





The product enables our customer to perform,

Basic tasks such as

- Dynamic form creation—Helps create/modify forms as per requirements
- Incident Handling—Handle NCs, Near miss, accidents and any other HSQE related events
- Multi level work process definitions for event review
- Evidence Handling—attach emails/documents/pictures relating to an incident
- Analytical reporting and trending
- Audit trail
- Vessel-Office data exchange

Audit & Inspection

This is an add-on module to the Quality & Safety Management system. This module facilitates recording of audit and inspection as well as scheduling the audits with follow ups and reminder facilities. The audit report analysis is also included for Quality improvement. System can be used for both internal as well as external audits.

Basic tasks such as

- Schedule auditing
- Capture the auditor comments and audit findings
- Review/company comments, audit finding and closing comments
- Attach audit reports
- Analysis of audit findings

Quality & Safety Management System

Capturing analytical data through computer based quality systems is a challenge. The forms are frequently changed for quality improvement. It is a real challenge to modify these forms in the software overnight; as a result the forms that are maintained in the system will become obsolete. This in turn leads to maintenance of the forms outside the system, which in turn causes increase in the costs and manual workload. Our Safety and Quality Management System has a solution to this problem.





The product enables our customer to perform,

Basic tasks such as

- Maintenance scheduling
- Maintenance history
- Facilitates automatic creation of future jobs
- Bulk processing of pending jobs
- Job planning
- Dry dock jobs
- Breakdown and Accidents
- Record Job info like Job procedure, drawings, spares used
- Integrates with ShipMate procurement system

Special advanced tasks such as

- Office-Vessel-Office data transfer (Data and Image)
- Graphical planning of jobs
- Track circulating components
- Forms engine
- Perform criticality reporting for critical spares & equipments
- Citrix reporting for Owners and Technical Staff
- Ship certificate management
- Stock control

On Vessels

- Generate Requisitions. Get updates on current status
- Attach photo and scans of Equipments
- Auto Backup Data

Planned Maintenance System

Our Planned Maintenance System helps in efficient management of up-coming maintenance and spare availability on the vessel.

The product has simple and easy processes of data entry and equipment definition, which makes implementation onboard vessels a breeze.

Our product is empowered to increase performance, efficiency and profitability of the vessel.





The product enables our customer to perform,

Basic tasks such as

- Requisition Generation for stores, spares, services, medicals
- Automated quotation request sending process to vendors
- Automated tendering, negotiating and evaluating quotations
- Purchase Order and Invoice Generation
- Transport Order generation for warehouses
- Integrates with ShipMate Budget & Accounting System

Special advanced tasks such as

- User friendly Vendor Response Forms allowing multi-currency quotation from multiple vendors
- Easy mapping of office procedures into the system
- Budgeting tool that aids decision makers by exhibiting various balances of cost centres
- Lube oil consumption
- Recording of quality of goods received onboard for vendor evaluation
- Contract supplies
- Stock control
- e-Market Interface

On Vessels

- Intimation to Master on progress of each requisition
- Intimate office on receipt of goods in good order
- Inventory Management

Interface with

- e-Market – SHIPSERV
- e-Market – WSS (MTS)

Stores & Procurement System

Our Stores and Purchase Management System integrates with the on-board system on necessities and supplies, office procurement, planned maintenance and accounting applications. Our product is extremely versatile in managing multi-user, multi-currency transactions with a ready-to-align ability with third party e-market and vendor systems.





The product enables our customer to perform,

Basic tasks such as

- Multi company transactions
 - Parent Company, Subsidiaries, Full Management and LS vessels
 - Vessel as company or as an account
 - Automatic generation of Inter Company Transactions
- Multi currency transactions
 - Base currency
 - Original currency
 - Transaction currency
- Automatic generation of inter company transactions
- Managing, controlling, monitoring and auditing of accounts of vendors and customers
- Managing Accounts Receivable, Accounts Payable, Port Disbursement Accounts
- Supporting functional requirements such as Travel, Staff Payroll and Salary, e-Banking, Forex Rates etc.

Special advanced tasks such as

- Automatic realisation of Forex Rates
- Automatic posting of recurring transactions
- Templates for customization of chart of accounts
- Flexible coding (Automatic/Manual/Codeless)
- Exceptional flexible reporting amenities and Comprehensive audit trail facility (Multiple Formats {Account group level}, Consolidation, Drill down options)
- Versatile MIS module provided to gain advantage from generated information

Interface with

- Various Banking systems

Budget & Accounting System

Our Budget & Accounting is a multi-currency, multi-company, multi-user shipping enterprise book keeping application. Attending to the vital needs of the new genre of ship managers, owners and manning agents, this system imparts exceptional versatility in basic operative functions and security benefits.





Time in Time Out

Time In Time Out is a tool for assisting the Master to keep track of work and rest hours of seafarers as per working condition regulations laid out by MLC 2006 STCW / ILO. The module can be resident on board and can communicate with an office module (if desired) so that office can monitor the information on vessels.

The product enables our customer to perform,

Basic tasks such as

- Indicating cases where the act is violated or will violate
- Enabling the Master to look forward to see who all can be used for a task (say bunkering) without violating the act.
- Generating Statutory reports
- Generating Overtime reports and link to Payroll system for consistency of payroll
- Maintaining Audit details
- Managing IDL crossing



E-training

Traditional class rooms are slowly becoming a thing of the past especially when it comes to appearing for exams, reading books and even attending training classes. Today training or exams can be taken anytime and anywhere whenever it suits you and your employees saving both time and money. The product effectively handles the video, audio training materials and various other file formats like .pdf, .tif, .xls, .doc.

The product enables the customer to perform,

Basic tasks such as

By Office Admin

- Setting up objective/descriptive question bank for online test with answers
- Evaluating and accessing candidates progress on assigned topics
- Setting up rank-specific content reading

By Seafarer

- Attending online test setup
- Viewing results of testing undertaken and understand areas requiring improvement
- Reading training manuals specific to their rank



Scenario Planning

Strategic plans have often been considered the “official future.” This was nothing but a straight-line graph of current trends carried into the future. Often the trend lines have been generated by the accounting department and lacking discussions of demographics, or qualitative differences in social conditions.

These rather simplistic guesses may have come good a few times, but they have a fatal flaw- they fail to consider qualitative social changes that can affect a business. Scenario planning, also called scenario thinking or scenario analysis is a strategic planning method that organizations use to make flexible long-term plans. Beyond being a tool for future-gazing, scenario planning is also useful to manage risks as it helps in factoring in, and mitigating, the less tangible and qualitative risks

which may not show up when undertaking a ‘normal’ risk management exercise. The tool will be helpful in preparing a career graph of seafarers at the time of joining itself, later we can check where the graph is getting deviated and a final output can be prepared. For example when they are getting promotions, how they can be planned, how they can be recruited, how many of them will be working in a particular vessel, how many vessels would be there like wise various factors will be considered by the software while planning. Our Scenario Planning Tool will be a structured method for organizations to look into the future with the best information at hand.

Decision Support Systems

Competency Management System

Defines and monitors the competency requirements of seafarers. It checks whether the shortlisted seafarers meet their requirements and if not, plan their training courses accordingly. It can also schedule the training to produce competent seafarers for different ship types.

Competency Management system is also designed to identify present and future competence needs, facilitate comprehensive communication between sea and shore regarding training, subsequently turning competence goals into business results.





Mobile Apps

Following the smartphone revolution, there is a wide spread popularity of mobile internet and demand from customers for mobile applications (apps) for their business needs has been on the rise. We want to be upto the task. As a first step in this space, Shipmate Mobile aims to improve employer– employee relationship using cutting edge technology available in mobile workspace. Apps catering to various aspects will be introduced. The first such app will be a cross platform messenger app which can be installed on seafarers' mobiles. This will use the existing internet data plan of seafarers to keep in touch with the office without additional cost. Using the app, the ShipMate user from office will be able to send different types of messages to seafarer's mobile from ShipMate application. These could be regular

messages, greetings, announcements, feedback and even chatting.

ShipMate users will be able to see the status of each message. All correspondence will be stored in ShipMate database in the seafarer correspondence data.

Manuals Organization & Management

An add-on module to SHIPMATE® Quality & Safety System; Manuals Organization and Management System is used to digitalise manuals and to deploy the latest versions on vessels and other offices. The product allows the users to read the manuals from their responsibility point of view. It acts as a helping tool in ensuring the quality and safety related requirements of the fleet.

Products on Anvil

Reporting (BI)

Accurate information is at the core of right insight and decision making, and if this information is presented in a logical manner, nothing like it. ShipMate develops the Business Intelligence reporting with this idea, so as to help business leaders in the maritime industry take their decisions with ease. Information from various departments will be presented sensible and logical way on a common platform which will help the user to speed-up the decision making. The product features drill-down reports, real-time graphical analysis, trends and “What if analysis” all at the user's disposal. Plus, the flexibility of the reporting tool helps customers to create their-own MIS reports.



Customisation

Our software can be tuned to match your operational methods and style. Tell us your dreams !

Deployment on time (DOT)

Although ShipMate is easy to use, it requires careful planning and expertise for successful implementation. A DOT member will be placed at the client's site, who will physically oversee the operations of implementation and systems deployment. The person would closely coordinate the activities of data transformation, ensuring that all jobs are prioritized and the end result is achieved on time and within costs.

Data Migration

Extracting data from existing legacy system and converting them into ShipMate specific application

Advanced Training

Advanced product training services involving class room training and handholding services to ensure user is well versed and comfortable working with the software.

Trusted Partnership

SBNT is willing to work on a trusted partner approach with a customer to empower the customer in handling the software solutions with confidence. Under this arrangement we intend to develop something which is unique to your organization.

Services

Services relate to the 'see' and 'feel' of the benefits that actually accrue when the applications are deployed in your organization. Our prime objective is to ensure that the customer benefits and gives you plenty of bang for the buck.

Operational Assistance for Cost saving

Our track record of operational excellence and a very strong domain expertise in the industry would help us assist your operations with ease resulting in cost saving in a matter of 3-4 quarters. For more details discuss with us.

... Altogether helping the client achieve transformation on time and within cost.



Support Software Support & Technical Assistance

At SBNT, we have made a pledge to ourselves that we shall transcend customer expectations. We stand tall when our customers give us additional business, founded on the trust we have built up with them through our products, supported by a world-class Support and Technical assistance team.

For a globally distributed set of applications, services and users we offer 24x7 support through various mediums such as Email, Telephone, Chat and remote access software. We provide two levels of Support- Annual Contractual agreement and SLA level service. SLA level service is usually required in locations where payroll is installed. SBNT's subject matter expert or other knowledgeable staff will respond by telephone or email to the Customer's incident (submitted through e-mail message or telephone) directly or through Help Desk depending on severity of the incident. With these capabilities, we are positioned to be the most efficient and reliable provider of shipping software services. We care.

Our Clients

We are a dedicated specialist in shipping software with a unique talent and ability for tailor-made services designed to meet individual needs of our clients, whether it's a small or a large company. SBNT can today proudly flaunt its large base of medium, medium to large and very large shipping companies, ship managers, manning agents as satisfied customers in around 50 countries around the world.

Following is a partial list of our clients, most of whom we have been honored to represent for years



92% of our newly acquired customers came through referrals. Over 80% of our existing clients have provided us with repeat business. 71% clients give us regular updates which form the basis of strengthening the product, ensuring that the application stays current.

In the new economy, the companies that create new wealth are truly revolutionaries: they upend longheld industry conventions, they fearlessly challenge the old guard, and they amaze their customers with products and services that could scarcely have been imagined a few years earlier. In doing so, they render existing business models obsolete.

Gary Hamel - Strategy Guru

Tell us your dreams

Over the years we have learnt that, to ensure client satisfaction, we need to fully understand expectations of clients. Hence, we avoided quick-fixes and slogged to meet even the smallest of needs of our clients.

Since we value out-of-the-box thinking, innovation, inquisitiveness and high motivation within our company, we are always open to new ideas.

We have learnt to listen deeply to our clients so that we could connect with their dreams. At first, it seemed that in spirit they were seeking something that could not yet be explained. Slowly, over several deep dialogues, we learnt the chemistry. The client would dream and we would go back with his dream as a living idea! Over and over again we have succeeded in coming up with products that originated in our clients minds. Now of course, this is a passion. We go all out asking our clients to tell us their dreams. And then go back to them their dreams all figured out.



SBN // TechnoLogics

About SBN TechnoLogics

Founded in the mid 90s and based in India, SBN TechnoLogics (SBNT) is a shipping software product specialist, operating with a team of over 100 professionals. We have customers in countries such as Japan, Hong Kong, UAE, Germany, the UK, Russia, Singapore, Italy, India and Greece. We cater to the needs of the CEO, senior management, support and operations staff and to the seafarer on the vessel. SBNT software provides the building blocks for cost effective ship management. Our products are customer centric with focus on business efficiency and continuity.



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