



# Leading Australian Marine Company Deploys integrum for Integrated Management System with Full Off-line Capabilities

## FACTS

**Customer:** Leading Australian Marine company with over 35 vessels, including passenger ferries, supply vessels for the oil and gas industry, tugs and barges around Australia

**Challenge:** To configure and deploy integrated Quality, Health, Safety, Environment, Risk & Compliance Management system for its staff and vessels.

**Solution:** integrum QHSE Risk & Compliance Software

**Benefits:** A web based, highly configurable, easy to use management system for incident, investigation, audit and inspection, observations, compliance, risk management, event management and board reporting.

*"The integrum roll out was deployed in a matter of weeks once the client had agreed on its requirements.*

*The configurable nature of the integrum system allowed the client to name and brand the system with their corporate imagery & branding ensuring a high take up and ownership of the system from the outset.*

*The full off-line capability of the integrum system on Windows based devices means that each vessel can operate fully off-line when not in connectivity and then simply synchronise back to head office when on-line."*

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The client, one of Australia's leading Marine Companies operates over 35 vessels including fast passenger ferries, supply vessels, tugs and barges around Australian coastal waters.

With various divisions involved in all aspects of marine services including:

- Fast Passenger transport
- Pilotage
- Military support vessels
- Coal transport by barge
- Sand and gravel dredging
- Sand mining
- Oil bunkering
- Freight management
- Sand drying and manufacturing
- Tug and barge transport
- Marine salvage
- Coastal towing
- Engineering and maintenance
- Car Ferries
- Vessel construction

With over 400 staff and contractors situated all around the vast Australian coastline the client sought to move its paper based integrated QHSE management system to an electronic, hosted system.

As each vessel operates within the QHSE management system and given the mobile nature of the marine and vessel based workforce, the client has also utilises the off-line capability of integrum system, which can operate fully off-line on Windows based devices via web browser.

After initial workshops with stakeholders and requirements gathering integrum and the client project team worked towards configuring incident report templates and group portals.

The incident system allows easy capture of key incident data , risk rate the incidents and provides automated notifications to business managers based on severity and category.

Detailed Corrective Action processes are raised to line managers and subject matter experts for assigning actions to closure.

Safety observations, inspections and audit templates provide easy capture integrated with corrective action processes. All with automated email notifications and escalations.

The controlled document management system provides centralised system for the clients operating manuals, SOPs, work instructions, legal requirements and other documentation. All with version control and archive management.

The Event management system allows the client to schedule, track and record outcomes and actions from meetings.

The rich dashboards and business intelligence available to all management levels provides the client's managers with real time reports and KPI dashboards and drill downs to underlying records.

The highly configurable software allowed the client to readily build their new integrated QHSE management system for roll out including change management, user training and data migration in a few weeks from project commencement.

## ABOUT INTEGRUM

integrum Management Systems Pty Limited (IMS) owns, develops and supports the integrum solution which is an Australian, mature, sixth generation product (since 1996) providing integrated Quality, Health, Safety, Environment, Risk and Compliance systems and business management systems with over 180,000 users in more than 40 countries.

integrum software is web based and provided as either hosted, SaaS or in-premises solution and can operate fully off-line.

IMS is headquartered in Sydney, Australia and is supported by global offices and partners.

IMS is an IBM Advanced Business Partner.

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