



# CASE STUDY

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ANTIGUA DEPT. OF MARINE SERVICES

DWIGHT GARDINER

DIRECTOR / REGISTRAR GENERAL

ANTIGUA & BARBUDA  
SHIP & YACHT  
REGISTRY



Oceans HQ

## THE PROBLEM

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The Maritime Administration of Antigua and Barbuda (ADOMS) is responsible for a large fleet that is administered through our offices in three separate locations. In the past, we had different systems; some electronic, others paper based. But as an organisation that targets high quality customer service as well as full compliance with the international standards and the expectations of the IMO and ILO, it was clear that an integrated solution was needed.

As part of our procurement process, it was determined that the solution had to be available simultaneously in all offices, with the ability to fill all functions and provide the optimum set of management data while allowing staff to analyse fleet performance and target resources to the areas they were needed.



In going to market after identifying the need for an electronic solution, we quickly realised other registries were either building custom solutions, or had implemented overly complex and cumbersome systems. We knew that both approaches could be very expensive with no certainty of delivery. Previous experience amongst staff members and our own experience with a very limited development option highlighted the fact that in more than one case, maritime administrations had spent large sums of money on systems that were fundamentally unfit for purpose.

## THE SOLUTION

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After evaluating our options, we decided that Oceans HQ looked to have the best product offering and the least risk in terms of cost vs return on investment. It was worth a go. It turned out to be the right choice.



The sales process was very straight-forward. Oceans were very open to understanding our exact needs. They didn't come with pre-conceived ideas, or try to tell us how to do the job; they listened to what we wanted and took a very incremental approach.

They very quickly delivered a ship registry system that we could use and test, then we discussed the extra bits we needed, and we very quickly had a complete system.

## THE RESULT

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Having been using Oceans HQ's products for over 5 years, we have been impressed with the continuous improvement over time. The registry software has always met our needs and the support we receive is exceptional.

We currently have 2 main overseas offices and are looking at the possibility of expanding. The very fact that Oceans Cloud is accessible from anywhere in the world is a great help to us and gives us access to the data we need in real-time.

Looking forwards to the next IMO Audit, we know that having access to really good management information and statistics about what's going on, is crucial to success. The way Oceans are structuring their products and the way they work, meet all of our requirements. It's a properly integrated system and does exactly what we want, and very well.



For more information on Oceans Cloud, associated products and services, visit [www.oceanshq.com](http://www.oceanshq.com) or call +44 (0)3300 881002.

*Neil Jeffery, Sales Director*

