Case Study

Virgin Islands Shipping Registry

Captain Raman Bala
Director of Shipping

THE PROBLEM

The expectations on our maritime administration from both the UK Government and the International Community meant that the capabilities of our old systems were no longer fit for purpose, so we needed a new platform that was up-to-date and more capable. Access to comprehensive management data and the ability to analyse on-demand were identified as key areas we wanted to improve on as well as controlling CSRs, issuing documents and managing certification.

Since gaining the status of a Red Ensign Category 1 register, which opens the door for us to register larger commercial ships, we have focused on growing the flag in line with our core values and service standards. As part of our strategic direction and in line with our vision of continued growth, a need was identified for a new electronic solution to meet our registry and seafarer certification requirements.

THE SOLUTION

With gaining Category 1 status came an understanding that Virgin Islands Shipping Registry would need to comply fully with the III Code and participate in the IMO audit scheme. This clearly meant having access to systems that were integrated, effective & delivered fast access to real-time management information and analysis of fleet performance.

Through fellow members of the Red Ensign Group and our own research, we were aware of the available software choices. My registrar and I have known Captain Howell for many years through his time as a representative at the Red Ensign Group. From the first interaction it was clear that Oceans HQ had created a very effective and comprehensive system. Our confidence in the Oceans team and their products has continued to grow from there.

THE RESULT

We have only been using Oceans Cloud for a short period of time, and while there was a learning curve with the move to a cloud-based solution, we are very happy with the results. Oceans Cloud allows us to meet our international obligations and has been well received by vessel registration customers and seafarers. The team at Oceans kindly migrated our data from our old system into the cloud and went above and beyond to support us with going live. Transitioning from a locally installed system to Oceans Cloud has also enabled us to access information in real-time from anywhere in the world.

The Virgin Islands suffered two devastating hurricanes in 2017 and we were fortunate to have saved our historical records from our old systems. It took some time to get fully operational again but Oceans HQ provided invaluable assistance and support to analyse the data and transform it into Oceans Cloud.

I now have confidence in Oceans Cloud, and if another such event happened in the future, we will be fully operational again with data and records fully accessible as soon as local power is back.

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

Neil Jeffery, Sales Director