



CASE STUDY

GIBRALTAR MARITIME ADMINISTRATION

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Administration
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Oceans HQ

THE PROBLEM

Our strategy for the Gibraltar Registry is fleet growth whilst maintaining a high quality service. Most of our records were paper-based (surveys, reports and certificates) and when looking at increased IMO and 'Ill Code' requirements, we knew this was not a sustainable system. When auditors were on site, it was time-consuming retrieving information required from multiple locations and in various formats. Moreover, in the day-to-day operation of the registry, having hard copy files was ineffective when staff members travelled abroad and resulted in duplication of work.

We also recognised that while existing systems recorded the registration of ships, they did not keep electronic copies of many certificates and documents attached to those vessels and made reporting on the performance of the register time-consuming. Our existing custom-built systems were designed to be used in-house only; they were never designed to support authorised third parties, something that has become an increasingly important business requirement.



THE SOLUTION

We have known Captain Howell from his tenure in the Red Ensign Group and his time as Director and Chief Surveyor at the Isle of Man. We appreciated his expertise and experience and reached out. We liked the fact that there was an open dialogue where we felt involved in the process from the very first call. We met with the team at Oceans where they took the time to understand our needs to ensure their services matched our long-term strategy.

The combination of Maritime and Technical expertise was instantly visible in the quality of the products that showed a deep understanding of our sector. The pricing model also suited our budgetary needs being significantly cheaper than a new custom solution and the SaaS platform meant we would remain at the cutting edge of the sector for years to come.

THE RESULT

We have now been using Oceans Cloud since 2014, and both the products and company continue to exceed our expectations. From the maritime perspective, it has allowed us to streamline our processes. Like many administrations, we have a limited budget and staff who work in multiple locations, yet Oceans products ensure everyone is always on top of their game.

We have been very impressed by the support of Oceans HQ in ensuring all staff members can get up-to-speed and issues are resolved promptly. The team at Oceans have dedicated resources looking at future regulation so that Oceans Cloud is ready for future amendments, and we have seen these changes rolled out seamlessly on several occasions without any downtime or added complexity.

We also value the excellent relationships we have with the team at every level; they have helped us grow a world-class registry. A very proactive company and team who sufficiently understand the business of maritime administration to work with us in partnership.

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

