Software

ShipVet SERVICES Ltd

"Our business is vetting ships, not developing processes and systems, so when it became clear that we had outgrown our supplier and no longer had the means to support our software, we sought expert advice. We were impressed with the way razorblue quickly grasped the business purpose, processes and our commercial objectives. They removed the fear and confusion and gave us confidence. They were efficient and successful at meeting the brief, managing our existing platform and basically ensuring we could keep the lights on!"

Client Profile

ShipVet were formed in 1988 to provide ship vetting inspections to the six companies that control the chartering of most of the world's oil tankers, collectively known as the 'Oil Majors'. Their offering has grew to include additional services including ship vetting, assessments, expert witness work and training to some of the largest operators and vessels on the water.

As the business has grown and developed, so have the processes and systems needed to run it. Initially ShipVet were reliant on third-party software created by their web development company. Concerns arose when the framework came to end-of-life and their previous supplier did not have the capability or expertise to provide solutions.

Challenge

A crucial element of all software is the ongoing support and the ability to continually mould the application, so it remains current and fit for purpose. Like many businesses, ShipVet found themselves facing the risk of their application no longer being supported.

The risks of this can mount up quickly. Should the software suffer glitches or bugs, it is unlikely that it can be maintained or improved and there is no method to enhance or develop the software further.

Rather than adopting previous software, most companies take a "start again and build a new system" approach, this is not only costly but also takes time.

Solution

The team at razorblue inherited ShipVet's existing software, this involved inspecting and understanding the source code (almost like learning a new language). The support was reinstated seamlessly, and any previous operational security risks have been alleviated.

razorblue now provides support for ShipVet's systems within a stringent service level agreement (SLA).

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IT Solutions for Business