



IRW Systems Limited
concept to realisation

Microsoft
GOLD CERTIFIED
Partner

"IRW were efficient and professional which enabled us to implement the solution with a minimum of disruption to staff and maximum benefit to the organisation."



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Caledonian Maritime Assets Ltd.— Small Business Server and WSS 3.0

THE CUSTOMER: Caledonian Maritime Assets Ltd owns the ferries, ports and harbours and infrastructure necessary for vital ferry services serving the west coast of Scotland and the Clyde Estuary. They aim to provide efficient, cost-effective and safe ferries, harbours and port infrastructure for operators, communities and users in and around Scotland.

Their Responsibilities include:

- Maintaining, improving and enhancing assets such as vessels and the land and property around piers and harbours
- Seeking extra investment to invest in ferries and harbour facilities, making a real difference for people and businesses using these life line services
- Working with stakeholders within Scotland and the wider maritime community to be acknowledged as the principal provider of the most cost-effective yet innovative ferries and port infrastructure to the benefit of the communities we serve.

THE REQUIREMENT: Caledonian Maritime Assets Ltd required the ability to organise and access their data more efficiently. With employees required to travel around the world, remote access was often difficult to secure and slow.

THE SOLUTION: SharePoint offered an internet accessible solution for them to access their critical documents whilst away. With this externally accessible design, it was also possible to improve on many paper-driven processes and make electronic versions for checklists and fault reporting - this also improved CMAL's ability to monitor the progress of these tasks.

The system was built using Microsoft Small Business Server with Windows SharePoint Services 3.0.

BUSINESS BENEFITS: Key deliverables and benefits from IRW Systems included:

- Improved speed and reliability for external access of documents Ability to identify important decision makers within organisations at any level
- Better search functionality for documents
- Intranet creation to assist with organisation of meetings and inter-department communication
- New Checklist and Fault logging system reduces effort on staff and streamlines the whole process