



PEOPLE, PROCESSES & SCHEDULES...OPTIMIZED.

Western Towboat Shores Up Their Fleet Management Processes With Resource Scheduler



"We're a 24-hour-a-day, 7 day-a-week operation and we needed an application that would be available around the clock and readily accessible. Because Resource Scheduler is so versatile, we were able to configure it to meet our individual needs resulting in maximized efficiency, improved organization and streamlined fleet management."

*Rick Shrewsbury
Vice President of
Western Towboat*

Background

Western Towboat Company has been designing, constructing and operating tugboat fleets since 1948. They provide ocean towing, harbor towing, ship assist, and container and bulk aggregate transportation services. From Puget Sound to the Aleutian Chain - from Arctic Alaska to Hawaii - the Panama Canal and points east - Western Towboat provides customers with one of the most modern, customer-designed tug and barge fleets on the West coast of the United States.

Challenge

Western Towboat operates 18 tugboats and 6 barges out of the Seattle, Washington area. As the number of boats in the fleet expanded, the need to improve their scheduling and billing processes grew significantly. They were using a paper-based job ticket process where boat schedules had to be submitted, revised, and recorded on a per-job basis. Because of this system, four to five dispatchers were needed to organize the boat schedules.

Even after the boat had been scheduled, there were often complications with the billing processes once the job was completed. Crew members of each job were responsible for submitting the necessary paperwork for billing purposes but it would often take them one to three days to do so. This delayed the invoicing of the customer and extended the amount of time it would take to receive payment for their services.

"We estimate that by using Resource Scheduler, we have reduced our overall operating costs by \$225,000 to \$300,000 annually."





- 100% Web based
- User Security
- Multiple Language Support
- Built-in Time Zone Translation

Advanced Search

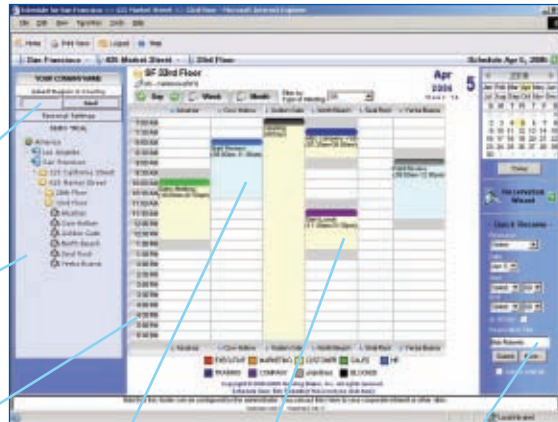
Easy Navigation

Multiple
Calendar
Views

Recurring
Meetings

Multiple Resource
Bookings

User Defined
Fields



"We selected Resource Scheduler because it was the best fit for our business needs," said Rick Shrewsbury, vice president of Western Towboat. "We're a 24-hour-a-day, 7 day-a-week operation and we needed an application that would be available around the clock and readily accessible. Because Resource Scheduler is so versatile, we were able to configure it to meet our individual needs resulting in maximized efficiency, improved organization and streamlined fleet management."

Mr. Shrewsbury also claims that additional benefits resulting from the implementation of Resource Scheduler include:

Solution

Western Towboat implemented Resource Scheduler because it was the best fit for their business issues. They use Resource Scheduler as the primary scheduling tool for the entire fleet of boats, for generating utilization and job completion reports, and to assist in the billing process.

When scheduling the fleet, they enter the individual itinerary data for each boat into Resource Scheduler to create a job ticket that consists of the boat name, work description, customer name and PO, crew member data, and other information. The individual schedules are then updated with additional information about tasks that have been completed for the specified job. For example, when the itinerary shows the boat picking up a barge at a certain dock at a certain time, the crew has to report that this activity was completed, track the number of active crew, and enter the job / PO number within Resource Scheduler. That data is then used to invoice the customer. To help further organize the process, Western Towboat uses the color coding feature of Resource Scheduler for each job to quickly identify the job status. Red means the job is in process, yellow means it's completed, and green means it's been

billed. In addition, because each boat is equipped with a satellite or cellular connection, the captain and crew members can review the schedules and job details in real time, thus eliminating the need to make costly phone calls.

Once the job has been completed, dispatchers have immediate access to the job ticket via Resource Scheduler that enables them to bill the customer literally within minutes regardless of the location of the boat. Further, because the job information can be accessed and updated remotely, only one dispatcher is needed (compared to the competition's four or five) to manage the process, and he can do so from Western Towboat's port of call or while he's on the road.

Results

Since the implementation of Resource Scheduler, Western Towboat has realized several benefits, most notably a leg up on their competition. Because of the automated processes now in place, they run much more efficiently. Because they only need one dispatcher to manage the entire fleet, Rick Shrewsbury, principal and founder of Western Towboat, estimates this results into an annual savings between \$225,000 - \$300,000.

- Expedited payments: Western Towboat is able to get paid faster for services rendered because they are able to invoice their customers in less time.
- Elimination of redundant information: They are nearly paperless because of all the workflow built into Resource Scheduler and because the job can be viewed and updated by numerous people - all electronically.
- Enhanced customer management: Because records of each job are stored within Resource Scheduler, Western Towboat is able to reference a job and its associated details quickly and easily when a customer calls.
- Improved employee morale: Crew members utilize Resource Scheduler's self-service model, providing them with direct access to their job information in real-time and can make necessary changes without contacting the dispatcher.
- Reduction in communication costs: Using Resource Scheduler's automated self-service capabilities, combined with its web-based architecture, costly schedule and billing-related cellular bills have been nearly eliminated.