

# A Lindenhouse Case Study

## Bibby Ship Management (Western Europe) Limited Isle of Man



### The Organisation

Bibby Ship Management (Western Europe) Limited [BSMWE], based in the Isle of Man, offers its customers bespoke solutions, encompassing full crew management. BSMWE is part of the Bibby Line Group which has been established for more than 200 years, with offices based across the UK, Western and Eastern Europe, India, the Philippines and Singapore. BSMWE provides stringent quality management systems, and professional marine crew management solutions, operating in every sector of the Marine industry.

### The Problem

The need to become paperless became evident, when the administration workload was increasing at a rapid pace, and company records were being stored at an off-site location. This demonstrated difficulties in managing, tracking and controlling the ever growing total of 50,000 plus client files.

Bryan Hampson, the Contract Manager was first approached by Lindenhouse over two years ago and voiced his opinion of how Lindenhouse came out on top due to competitor's expensive rates, and Lindenhouse's impeccable service.

**"We felt the need to go paperless due to the high volume of "hanging" paper files cluttering the office space, documents were copies, and in many cases poor copies, retrieval of documents was also time consuming and sometimes difficult to locate the correct/required document. The need to move to electronic data storage was long overdue."**

Bibby Ship Management (Western Europe) Limited has now been using the Lindenhouse product for over two years, and with so many reasons for the move, the benefits outweighed any hindrances.

**"We felt that becoming 'paperless' was long overdue and that the existing system in place was costly, inefficient and not very user friendly, which is exactly what Lindenhouse's solution offered, it was an easy decision to be made."**

### Benefits since the install?

Lindenhouse's services proved to be the supreme DMS solution for BSMWE, providing a complete information management solution that stores, tracks and manages all office paperwork and allows

information to be held and shared securely.

**"Lindenhouse has impressively streamlined our business and was selected as being the Document Management System which was "best fit" for our requirements, which was extremely important in helping us decide on the right solution"**

**"The efficiency of storage and retrieval of documents has benefited us the most, as the time saved is used more effectively. I also found that the quality of the documents and the images which are saved electronically are second to none."**

**"The product has lived up to expectations making document retrieval, filing and general access to records faster and more efficient with all access from our desktop. We have over 50,000 records in the solution, covering some 900+ client files, all our 27 users are proficient in the capability of the system which has considerably reduced there administration workload now that we are moving towards a paperless environment. ROI wise an improvement was noticed immediately after the system was installed and commissioned"**

**"The professional help and assistance provided by Lindenhouse using their on-line reporting function is first class, calls are answered promptly and issues closed-out quickly and efficiently."**

When asked if Bryan and Bibby Ship Management (Western Europe) Limited would ever go back to a paper environment, his reaction was "No chance!"

Lindenhouse Software is one of the UK's leading Document Management system providers and it enables all users to benefit from an affordable solution. Lindenhouse offers the essential features of expensive systems, and much more. Ship management companies such as Bibby Ship Management gain valuable competitive advantage and Lindenhouse strive to excel each industries expectations of Document Management. Furthermore, de-cluttered office space can be used more productively and profitably by the organisation, allowing for great benefits across all aspects of the company.

### About Lindenhouse

Lindenhouse provides quality IT products and services to a wide range of clients. The company is focused on document management solution provision and develops bespoke software to provide integration to all insurance and financial services back-office systems and to practice management systems in both the Accountancy and Legal sectors. Lindenhouse have installed 1700 document management systems to date and are rightly proud that it retains 95% of its support contracts – a testimony to the dedication and professionalism of the company's technical staff and help desk.

For more information, please contact Mark Woolley at Lindenhouse.

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