



Client

Fremantle Ports is Western Australia's major general-cargo port and is responsible for an area of land and water covering 383 square kilometres. Fremantle is often the first and last port of call for shipping operating between Australia and overseas destinations, making Fremantle a strategic port for trans-shipment of cargoes as well as direct cargoes.

Project	Customer Information System
Project Duration	January 2004 to August 2004
Personnel Involved in the Project	Mark Baker – Project Manager Vick Soulios – Systems Architect Stuart Passmore – Developer James Clarke - Developer
Outcome	The system was successfully created exceeding expectations.
Key Points	<ul style="list-style-type: none"> – Robust and scalable customer management solution – Rapid implementation – Project planning and implementation assistance.

The Need

Fremantle Ports required a new Customer Information System to consolidate relevant data from 4 other systems as well as replace functionality in an older system. It will allow the creation and maintenance of customer data and customer contact data which operates on the internal intranet.

Some of the issues facing the Fremantle Ports is the need to maintain a centralised database that synchronises billing data and sales/marketing data. The benefit of providing this synchronisation is that all customer data then potentially becomes available for display.

The Solution

Ross Logic completed a detailed system requirements and design document which were then used as the input to the implementation phase. The system was developed as per the per the design document including the conversion and migration of previous data.

The major activities undertaken during the project included:

- An extensive system requirements document was created along with a detailed design document.
- Completed full implementation of the system
- Conducting all end user training including full hands on training and provision of training and user manuals.

Customer

Customer:

Parent Customer:

Customer Type: Business Type:

Associated Customer:

Product:

ABN: Web Address:

Last Updated: Updated By: Inactive

Fremantle Port CIS

Key Information

Customer: Adsteam Pty Ltd Address: 1, The Wharf, Adelaide, 5000, S.A. Australia
 Primary Contact: John Stanhope Phone: (05) 9456 7890

Current Info | Customer | History | Commodities | Revenue | Contacts | Attachments

Current Actions, Incidents, Complaints and Meetings			Date
View	ID 1568 Action - Sheep Shipment Schedule		21/04/03
View	Incident 2113/03 Accident on container		25/06/03
View	ID734 Action- update meeting details		25/11/03
View	Meeting with Adsteam CEO		25/11/04
		
		

H Elliott 11:40 26/09/03
 This is the text of a note added on the 26/09/03
 H Elliott 11:40 21/07/03
 Earlier text added tio this customer

More text being added

Secure

Fremantle Port CIS

The Result

The software was designed and implemented successfully. Glenn Stevens, Project Manager, Fremantle Ports stated, *“Very satisfied, full marks. On time and on budget and worked out well. Exceeded all expectations.”*

