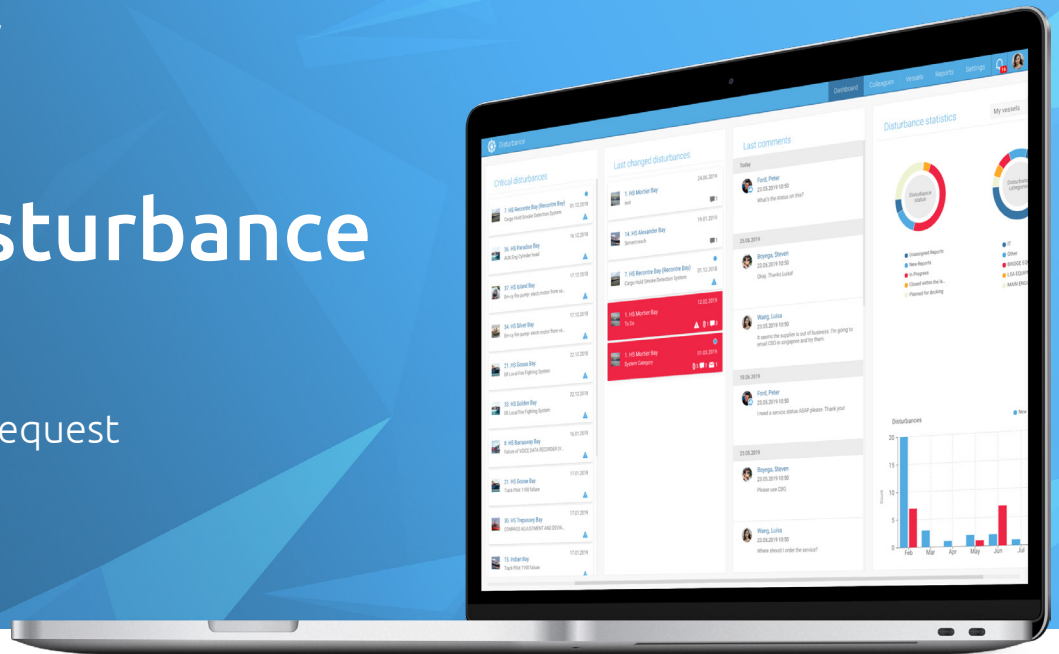


CFM Disturbance Report

Modern service request management



Enjoy greater control, perfect visibility and increased efficiency in handling your service requests

Today, email is the method of choice in handling ship-related service requests. Everybody who has to organise service requests by using emails and public folders knows the downsides: Fragmentation of data, loss of information and difficulties with finding the information you urgently need.

CFM Disturbance Report lets you focus on handling your service requests, without the hassle of email. Your crew can easily create detailed, standardised service requests that can be directly assigned to the person responsible and which will then automatically appear within their dashboard – enabling them to immediately take action.

You can follow-up all service requests in a Kanban view, which gives you full transparency on all pending requests and their individual status. Use individual tickets for detailed communication with crew, colleagues or service-providers and let our app update the progress automatically.

Needless to say, you can also update the progress by simple drag and drop. Easily verify content, assign certain users to solve the request, monitor the progress and keep everybody informed.

All in all, CFM Disturbance Report supports you on excellent teamwork beyond your company boundaries that limits email exchange to the very minimum.



Transparent

Instantly see who is in charge and track the latest changes.



Efficient

Save costs and time due to efficient service request handling.



Integrated

Benefit from the deeply integrated environment provided by CFM.








Collaborative

Easily exchange information between office and fleet.

Straight to the point

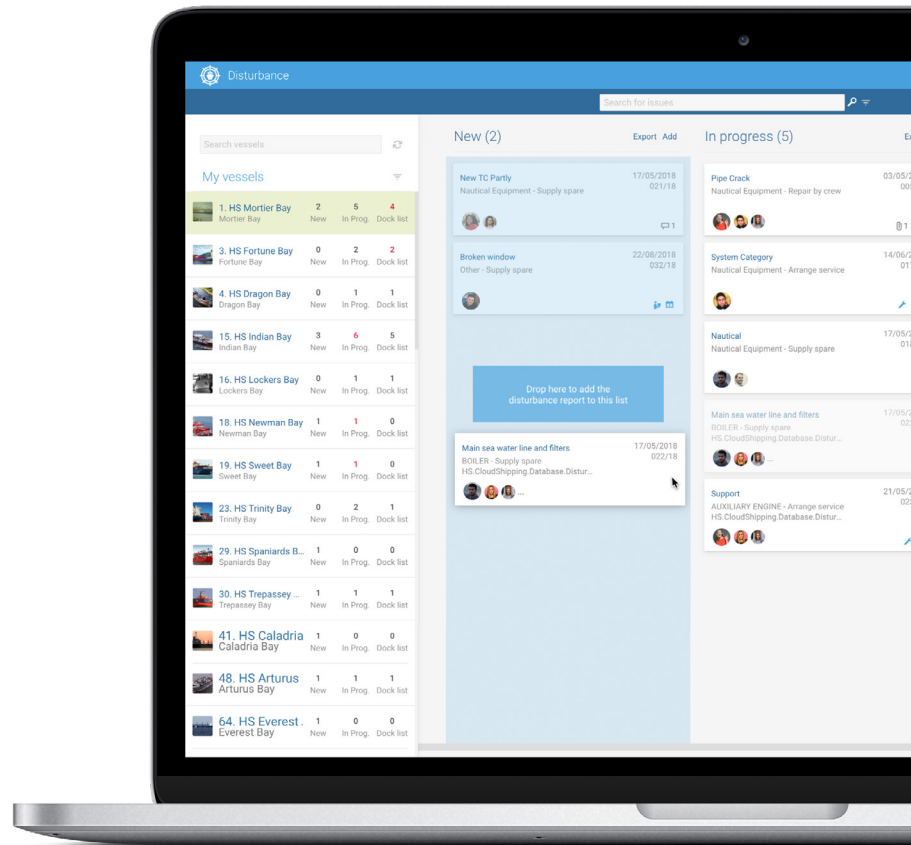
Who initiated the service request? Which corrective action plan was agreed upon? What is the current status? Finding all information related to a service request can become a nightmare when dealing with emails. Not with CFM Disturbance Report. Just open a service request and you will find all the information you are looking for.

Key features

-  Central management of all service requests of the fleet
-  Easy creation of standardised service requests for the crew
-  Option to switch views to e.g. focusing on critical service requests
-  Editing of status via drag & drop
-  High level of detail, such as grade of importance, attachments and the plan of corrective action

Streamlined service request management

Service requests demand the action of superintendents, purchasers, your crew on board or even third-party vendors. CFM Disturbance Report will assist you to build efficient workflows – without hassle. Initiate a service request on board or ashore, identify your action team and perform. Cooperating on a service request has never been easier.



About Hanseaticsoft

Hanseaticsoft was founded in 2009 by Alexander Buchmann. Buchmann and his team draw on several years of experience in the software department of a medium-sized shipping company in Hamburg, the third largest container harbour in Europe. In Hanseaticsoft, the idea of a new software concept was finally realised: giving enterprises access to new and efficient

technologies by means of intuitive software solutions. Today Hanseaticsoft has more than 60 employees. It is now part of Lloyd's Register Group, one of the world's leading providers of professional services for engineering and technology – improving safety and increasing the performance of critical infrastructure for clients in over 75 countries worldwide.