



SAAB

KLEINPILOT

MEETING THE DEMANDS OF MARITIME PILOTAGE ORGANIZATIONS



BY KLEIN SYSTEMS GROUP LTD.



KleinPilot

Steering you in the right direction

Pilots are essential to the safe passage of maritime traffic. Every day, Pilots deal with situations involving safety, security, environmental awareness and commercial concerns. The timely arrival of pilots on board vessels is a mission critical necessity in dealing with these issues and maintaining supply chain efficiency. The right Pilotage Management System can have a significant positive impact on daily pilotage operations by giving users the information, notifications and analysis they need, when they need it.

KleinPilot gives Pilots mobile access to the timely, accurate information they need to do their jobs. It helps Pilotages improve the efficiency of their pilot dispatching function and manage pilot rotation, activities, schedules and status. Agents, ports and other

stakeholders can access the information they need through a secure web interface. KleinPilot's integrated billing module provides timely, accurate invoicing for pilotage services, improving cash flow and revenue generation.

With KleinPilot, Pilots are assigned based upon your business rules and their qualifications, ensuring the right Pilot is on the right job. Your customers can view details on the proposed jobs via the Web, reducing phone calls and faxes

Pilots can receive assignment notifications, updated times, reminders, and can use smart phones to submit job cards into the system, helping them manage their time effectively.

Invoices are automatically prepared and electronically sent to customers.

KLEINPILOT CAN MAKE THIS HAPPEN.





KleinPilot Enterprise software created for Pilots

Klein Systems Group Ltd. (KSG) has been developing Pilotage solutions for over 30 years. KleinPilot was created using industry best practices and is continually upgraded based upon customer feedback, industry trends and technological advancements. KleinPilot combines the robust technical infrastructure of a product with the flexibility of a custom solution, allowing it to meet the needs of any Pilotage. Whether your rotations are simple or complex, KleinPilot is a fit for your organization.

KleinPilot is a modular software solution. It automates your business operations and scheduling processes and seamlessly integrates them with financial operations. That, coupled with KSG's extensive market knowledge and technical expertise

ensures that the best possible solution is implemented in your Pilotage on time, on budget and meets your unique needs. Through our constant investment in research and development, KleinPilot is regularly

enhanced, future-proofing your investment. As a KleinPilot customer, you will join an active user group that works closely with us to continually ensure that the product meets your needs today and tomorrow.



KleinPilot offers a modular approach to solution delivery that is precisely tuned to your unique needs.

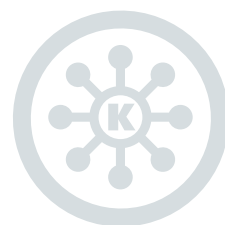


AVAILABLE MODULES INCLUDE:



DISPATCH MANAGEMENT

Reduce your data entry time, deal with conflict resolutions up front saving time and effort later on and ensure the right pilot is dispatched to the right job. Features include customer-initiated job requests via the Web; optimized pilot dispatching based on pre-defined rules, qualifications; rotation and schedule management; intelligent pilot fatigue ranking for optimized dispatching ; capture Pilot activities, time logs, and services from the Pilot's mobile device; tidal window determination; automation of recurring schedules; interface with external systems.



SYSTEM MANAGEMENT

Manage the system the way that best suits your organization. These system tools let you control user privileges, security, operational workflow, interfaces to 3rd party systems and the reporting and messaging functions of the system. Messages and alerts can be sent automatically based upon specified events, greatly improving communications. Key data changes are recorded automatically, providing an easily accessible audit trail. The system comes with a robust report generator, making it simpler for you to get the information you need to run your business.





PILOT MOBILE MANAGEMENT

Give your Pilots mobile access to the information they need on the go. Pilot delays are reduced and the billing process is accelerated. Automatically send and receive job assignments and updates from a mobile device. Pilots can record ship defects and remarks with their device. They can exchange messages with the pilotage office, acknowledge assignments and critical messages. Alarms are reset automatically based on updated job start time.



BILLING MANAGEMENT

Speed up your billing process with automatic invoice generation based on your tariffs and rules. Tariffs are easy to update, complex tariffs are automatically handled reducing billing errors and calculation time, and all invoicing is automatic. Operational data and financial data are kept in synchronization. Features include rate-table based tariffs, multiple inputs for a single tariff, automated billing processes and Accounts Receivables; available General Ledger systems interface.



KleinPilot SERVICES

Since 1982, KSG has successfully implemented software solutions in the maritime community on a worldwide basis. As a result, KSG has gathered considerable expertise and knowledge that we can share with our customers. KSG is an ISO 9001:2008 certified company.

KSG has perfected the implementation process and provides the following services to ensure a well-executed project:

- Business Process Consulting
- Requirements Analysis
- System Design
- Quality Assurance Testing
- On Site Deployment
- On Site Training
- Project Management
- Long-term Support Services



Our Customers represent a wide variety of Pilotage organizations including::

- Brisbane Marine Pilots (Australia)
- Flinders Pilots (Australia)
- Great Lakes Pilotage Authority (Canada)
- Laurentian Pilotage Authority (Canada)
- Pacific Pilotage Authority (Canada)
- Columbia River Bar Pilots (USA)
- Hawaii Pilots Association (USA)
- Los Angeles Pilots (USA)
- San Francisco Bar Pilots Association (USA)
- Southeast Alaska Pilots Association (USA)
- Tampa Bay Pilots Association (USA)
- U.S. Coast Guard Pilots (USA)
- Trinidad and Tobago Pilots' Association (Trinidad and Tobago)



KleinPilot Support you can rely on

KSG helps customers get lasting value from their KleinPilot software by providing a renewable long-term support services agreement. KleinPilot is supported by qualified in-house support and maintenance specialists, backed up by our highly skilled Product Development group. KSG customers participate in the KleinPilot Customer Advisory Group, providing regular input on the product roadmap. This ensures that the product is continually refreshed to meet our customers evolving needs. Releases containing product enhancements and fixes are issued twice per year. Support Services include:

- Primary Support by way of a secured TCP/IP link into the customer's servers
- Telephone Support for access to qualified KSG personnel capable of analyzing issues

- On-Site Support when software defects cannot be resolved by remote support
- Customer accessible issue tracker software for 24/7 reporting of issues
- Maintenance releases and software fixes (perfective, preventive, adaptive and corrective maintenance)
- 24/7 Emergency Response for critical issues





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SERVING THE MARITIME INDUSTRY WITH 140 OFFICES WORLDWIDE



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