

HARLEY MARINE SERVICES

CASE STUDY West Coast Marine Services

The Customer

Harley Marine Services is a holding company for 14 West Coast marine operations at six locations from California to Alaska. Harley Marine's 60 vessels provide various services from oil bunkering to ship assist.

The Problem

For the last 17 years Harley Marine had been scheduling the availability of their 60 marine vessels at each location. Each port required a person to manage the inbound phone calls for dispatching. This often left someone at each location doing two jobs: answering phones for general business while dispatching vessels. The system was inefficient and costly.

The Solution

Harley Marine decided to go with the Xoasis Networks VoIP platform to consolidate the six branch offices into one single phone tree and to have local call transfer between all of the physical locations on the west coast. With the intro-

duction of the Xoasis VoIP system, Harley Marine now has one operator handling all inbound calls. Additionally, Harley Marine is able to transfer calls between offices seamlessly, completely eliminating the costly long distance charges between branches.

Web Services

In addition, Harley Marine installed the Xoasis platform to house their custom Web-based scheduling system that handles all of the day-to-day vessel management, crewing, and payroll.

Email Services

Harley Marine reduced their spam and virus levels over 80 percent since moving to the Xoasis platform, increasing employee productivity.

The Next Step

Harley Marine plans to move all file services to the Xoasis platform from the legacy Microsoft NT DELL server.



CUSTOMER PROFILE

INDUSTRY

Marine Services

YEARS IN BUSINESS

17 Years

EMPLOYEES

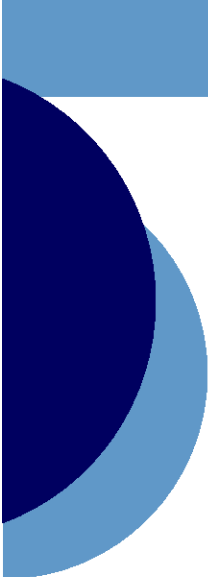
240

PRODUCT DEPLOYED

CP2004 VoiceIP SoftPBX

APPLICATIONS

VoiceIP Services, VPN, and Web Services



"By implementing VoIP for all our offices we've been able to eliminate our long distance charges and consolidate our phone operators to one centralized position. We couldn't be more pleased with the Xoasis system."

**Shawnie Worrell
Controller
Harley Marine**



Xoasis Networks

www.xoasisnetworks.com

sales@xoasisnetworks.com

(1) 800-972-1831

Online Demo

http://trial.xoasisnetworks.com

Harley Marine Tug—Millennium Star



Harley Marine Web Scheduling and Dispatching System

Harley Marine Services
About Us
• What's New
• Company Information
• Contact
• History
• Branches
• Safety
• Environmental Training
Millennium Maritime
Olympic Tug & Barge
Pacific Coast Maritime
Pacific Terminal Services
Public Service Marine
Starlight Marine Services
Westhill Marine Services

