



Service is the difference as Moran Towing improves data collection and reporting

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Kurt Odell

Litigation Counsel, Moran Towing

At-A-Glance

Client's Business

Leading marine towing and transportation provider with 95 tugboats and 35 barges operating out of multiple ports and liquefied natural gas (LNG) terminals in the United States and Puerto Rico. Services include ship docking, contract and specialty towing, as well as marine transportation of petroleum and dry bulk products.

Challenge

Outdated claims, incidents, and certificate management system was increasingly difficult to access and did not provide organizational transparency. Certain claims and safety information was difficult to extract. Inefficiencies in near miss and incident entry workflows.

Solutions

Third-Party Integration/Data Feeds; Incident Entry; Anonymous Collection Links; Dashboards & Reporting

Results

Flexible data collection tools improved process of capturing incident and near-miss details. Configurable, location-specific dashboards give port managers a clear view of incident and near miss data along with any outstanding action items. Reporting capabilities provide visibility into program successes and progress made in relation to targeted safety outcomes.





People are the Key Factor in Selecting a RMIS

When purchasing a Risk Management Information System (RMIS), it's a given that the system capabilities of the RMIS platforms under consideration should be fully investigated. However, in today's marketplace, it's likely that a number of providers will offer features and functionality that meet an organization's requirements.

According to Kurt Odell, who led the company's search, while functionality and features were, to a degree, useful in narrowing the list of RMIS solutions that might be a good fit, it was the people behind the product that ultimately resulted in the selection of Origami Risk's cloud-based platform.

In addition to the depth of Origami service team members' experience, Odell and other decision-makers at Moran viewed the responsiveness of the Origami sales staff as an indication of the level of service they would receive going forward.

With a company history that spans more than 150 years, Moran Towing is one of the United States' leading marine towing and transportation providers. Headquartered in New Canaan, Connecticut, Moran operates out of 17 ports along the Eastern Seaboard and the Gulf of Mexico, as well as in Puerto Rico's Port of San Juan.

In 2015, Moran initiated a search to find a replacement for the system used in the management of its near misses, incidents, and claims. Developed in-house more than 15 years prior, the reporting capabilities of the system were no longer sufficient for the needs of the business.

Furthermore, operating system compatibility with the outdated database software on which the system was built caused a number of issues, including:

- Limited organization-wide visibility into claims and incidents;
- Restrictions on the risk and safety team's ability to effectively identify trends and target specific corrective actions;
- Difficulty extracting data from the system in order to meet demands for safety information and lost time records.

In addition to remedying these issues, the risk and safety teams at Moran were also interested in exploring how the capabilities of a new system might help streamline existing incident entry and communication workflows.

Today, use of Origami Risk for incident entry has not only made entry more efficient, it is contributing to the quality of data available for reporting. In fact, adoption of incident entry workflows was successful enough to prompt later development of a similar approach for the capture of near miss data.

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Implementing Tailored Solutions

As Odell began to work closely with Origami client executive Josh Singletary and his team to get the system up and running, it became increasingly evident that Moran Towing had made the right decision.

With Moran's existing database as a reference point, Singletary and his team began the process of designing screens, setting up location hierarchies, and defining role-





based security details. Using Origami's flexible data tools, historical data was then converted and loaded into the new system.

Furthermore, to ensure that critical Moran employee, payroll, and vessel-related data is always up-to-date, implementation also required integration with a number of third-party systems. Secure, automated feeds were set up to encrypt and exchange data between Origami and six systems used by Moran, including the organization's AP, HR, ERP, and fleet management systems, as well as its central data warehouse.

While each of these elements was tested and refined, the team turned toward set-up of incident entry workflows.

Port Managers Readily Adopt New System and Workflows

According to Odell, it was this phase of the project that would be the true measure of a successful implementation—specifically, whether or not Moran Towing's port managers would quickly adopt the new system and incident entry workflows.

Prior to use of Origami for incident capture and tracking, incident details were taken down by hand or entered in a PDF template. Next, the forms were submitted by port managers to home office, where risk management team members keyed the data into the system. Transmission back to the port manager for review, along with any subsequent follow-ups, were all conducted via email.

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Anonymous entry links provide port managers and other users with direct access to incident or near miss screens. When a user enters an incident or near-miss record, images can be attached, if needed, to provide detail or clarification. Risk management and safety personnel can, in turn, request additional supplemental information that can be quickly supplied by a port manager.

With Origami, port managers have quick access to data that previously was either unavailable or difficult to gather. Upon logging into the system, a port manager can view location-specific dashboards with widgets that display a list of recently submitted records that require review. Other dashboard widgets provide a list of any corrective actions that have been assigned, OSHA reportable data information, and more.

A central part of the ongoing success is the ability of the Origami Risk platform to accommodate on-the-fly configuration changes. "Even if it's a minor change, we're continually making improvements," states Odell. "We receive feedback and suggestions from users, and we're able to respond in a short amount of time."

Improved Transparency and Engagement

Odell credits Origami with playing an integral part in the risk and safety team's efforts to mitigate risk and contribute to Moran Towing's culture of safety. With improvements in the incident and near miss data available, the system is used to generate monthly reports that highlight critical drivers in the company's ongoing efforts to eliminate injuries, damages, and spills.

In these reports, Odell and Matthew Baker – Moran's Mgr. Health, Safety, and Environmental – provide an array of risk



and safety details from the previous month, including the overall number of incidents and near misses, ports and vessels that lead in reporting, and recommendations for reducing specific injuries or accidents that data indicates has the potential to become problematic.

Ongoing Improvements and Next Steps

The collaborative working relationship formed during system implementation continues to thrive today. On a biweekly basis, Odell and Singletary meet to discuss action items, issues, and plan for upcoming work.

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receive feedback and suggestions from users, and we're able to respond in a short amount of time." Based on the successes over the past two years of working with Origami, larger-scale projects are on the horizon.

ABOUT ORIGAMI RISK

Origami Risk has consistently been named the leading unbundled risk management information system year after year by independent third parties and RMIS users. A mutual respect between our customers and us is what sets us apart. In fact, our respect for customers is really at the heart of our business decisions—from how we build our product, to the technology we've chosen to support our product, to the professionals we hire to serve our clients.

We take customer satisfaction seriously at Origami Risk, and we have the results to prove it with industry-leading awards and incredibly loyal customers who continually validate our product and services. Gain efficiencies with easy-to-use software. Achieve success with analytics that prove your results. And experience satisfaction with a collaborative and customer-focused service model.

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