

Manage equipment documents with ease

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AMARINTH, specialist in the design and manufacture of centrifugal pumps to industry, is behind a new document management system, designed entirely in-house, which promises to deliver significant benefits to contractors and operators - particularly those subject to penalty payments and retentions related to product documentation.

All contractors and end-users have a need for equipment documentation to support the product and, depending on the application, managing this documentation can form a significant part of the overall project, especially for low volume, high specification pump orders.

For contractors in particular, it is often the case that at least 10% of the contract value may be withheld pending the supply of suitably completed and approved documentation. Delays in providing this documentation can lead to a high outstanding debtor book.

Amarinth's bespoke DMS enables companies to respond more effectively and efficiently from first point of contact at the bid phase to final delivery of the pumps in supplying, managing and tracking all the documentation required.

The company was the first pump manufacturer to offer contract tracking of orders via a secure web interface, and the new system puts it at the forefront of innovation again, in offering a similar service for contractual documentation.

Right from the bid stage, Amarith offers pre-configured Bronze, Silver and Gold document packages on all its pumps, which suit many standard uses.

Easily tailored

These can now be easily tailored to meet customer's specific needs, or indeed a completely bespoke documentation package can be created relatively easily. Standard, tailored, or bespoke - Amarith provides accurate documentation costs quickly, before an order has been placed.

The system ensures contractors, operators and suppliers alike are clear from the outset what documents they will be receiving, and when they will be receiving them (whether standard or project specific ones), meaning there's no confusion as the project progresses over what each party expects.

An extensive document library enables project specific documents to be created swiftly and brought together with all of the necessary standard documents at the click of a mouse. A significant proportion of the contract documentation can now be sent for approval within days of the customer placing their order.

The system is configured to cope with customer-specific templates such as 'front sheets' and 'document transmittals'. These are automatically generated and attached to the source document before being either e-mailed to the customer or transferred to their ftp site - all at the click of a mouse.

All through the process customers can track documents and their relevant status at any time, through a secure, web-enabled project interface. Whether a document is with Amarith, awaiting submission, or with the customer awaiting sign-off, they can request real-time overall document status reports or copies of documents already transmitted. These are e-mailed to the customer by return. With such ease of visibility, document sign-offs can be expedited, concurrently if desired, significantly decreasing document turn around time.

A full audit trail is available at all times for every document including details of all the document transmittals throughout the project. Following delivery of the final documentation pack, the Amarith system retains all of the documents indefinitely, allowing customers access at any time through the secure web interface. Customers can quickly download documents that have been lost, or when their own copy is not easily accessible. A good example would be retrieving the original SA and parts list to identify a replacement part number when maintenance is required, or retrieving the factory test details if a modification to the pump needed evaluating.

The system is built around Lotus Notes and fully integrated with all of Amarith's corporate back-end systems and front end customer web interfaces, meaning that new documents and changes to documents or status are available to see in real time by all permitted parties in the supply chain - 24 hours a day, 7 days a week.

Oliver Briggins Shaw, Managing Director of Amarith, said: "We know documentation is one of the big issues in our industry. We have drawn on our years of experience to create a bespoke solution that really does meet, if not exceed, the needs of the industry. In particular, contractors will see significant financial benefits of utilising Amarith's web documentation system as it's totally transparent and keeps the pressure on both parties to get documentation approved quickly, ensuring all parties get paid as soon as possible!"

