



Case Study

Company: United Salvage Using Navmaster for Emergency Response

United Salvage purchased Navmaster to enhance their emergency response capability and provide professional evidence in support of salvage claims. Captain Mark Hoddinott, Salvage Manager, wrote the case study below to describe how his company is benefiting from using Navmaster.

“United Salvage own and operate around 50 tugs in the UK, all of which are available at any time for salvage work. We have a 24-hour response capability. Out of office hours a duty salvage officer will receive calls and enquiries relating to rescue towage and salvage. These calls and enquiries come from a variety of sources including Lloyd’s Casualty Information Service, ship owners, underwriters’ representatives, the Maritime & Coastguard Agency, from our own tugs and from overseas companies with whom the company has salvage and/or co-operation agreements.

The duty salvage officers are equipped with modern laptop computers with Navmaster Office installed. This gives them the ability at all times to refer to the relevant chart following receipt of a salvage enquiry. The alternative was to locate the appropriate Admiralty chart in the office and hope it would not be too far out of date. After office hours, this would mean a journey into the office that could take up to an hour.

Navmaster Office has enabled us to speed up the risk assessment process when determining the dangers to a casualty and our own tugs, and assessing the appropriate contract to offer. The ability to plot a casualty’s position and track, our own tug’s position and track, and overlay the tidal current data, enables us to understand the situation much more quickly, leading to an earlier prognosis of the likely outcome. This information is passed to our tug Masters who will then know the risks and dangers before they arrive at the casualty.

Although we have been using Navmaster Office for only a few months, it has proved to be invaluable on several casualties already, notably the “Maria D”, “Pooja”, Hoburgen”, “Jens R”, “Odin” and “Star Maria”.

We’ve also found Navmaster extremely useful when putting together evidence to support a salvage claim. The presentation of a casualty’s track and predicted track on an electronic chart extract, when printed in colour, gives a professional impression. In addition, we are able to highlight dangers such as shoal ground, rocks, tidal current that makes our arguments on risks and dangers much easier to understand. Certainly, our legal advisers and maritime arbitrators have been impressed with the presentation.

With regular chart updates available, we have confidence that the system will provide us with accurate information. It will entirely replace our paper chart folios in the foreseeable future. We undertook a one-day training course soon after we started using Navmaster Office and we would recommend others to do the same. It is a powerful piece of software and formal instruction will help you to appreciate its potential.”

Captain Mark Hoddinott, Salvage Manager
January 2001