



***Client Satisfaction Survey  
for  
Open Accounting  
and  
the Services of  
Open System Solutions***

Ferry companies have special booking systems for processing their business needs (booking seats, issuing tickets), special requirements for the financial monitoring of agents, the monitoring of supplies and payments of their suppliers and, in general, financial management. Due to the constant changes in the business environment and the participation of major groups in its share capital, the company requires constant support in order to fulfil its EDP and IT needs.

During the last 3 years (since 2015), HSW has largely increased its requirements in terms of process automation, IT systems interconnection, information through BI systems, work flow and EDP systems integration, direct information and -as much as possible- paperless office operation.

The Open Accounting business software and the EDP services of Open System Solutions contribute to the achievement of these targets on a daily basis.

The software includes a series of processes for this reason:

- Through the integrated support and programming services, the software interconnects the various business systems (for booking), in order to automate the settlement processes, the supplies invoicing and the update of the respective modules.
- Through special apps on Application Servers, it communicates (OnLine) with bank systems, by automatically entering the agents deposits from the banks and immediately updating booking systems with credit limits.
- Through auto-invoicing, EDI, Work Flow and automatic payments processes, it has standardised financial processes to the utmost degree.
- Through the integration of document management systems, it has improved organization processes, as well as document accessibility, finally resulting in an enhanced flow of information and, at the same time, lower cost and less time for their management.
- With the machinery spare parts and materials supply management module operating in a Web Environment, and by using electronic offers evaluation processes and work flow systems, it has largely decreased the time required to complete orders; respectively, it has improved the response speed of the supplies department, as well as the orders control and flow processes.
- Through the tickets statistics module, it is informed on the quantity and passenger traffic of ships per harbour, destination, company and other factors of business activity.

Through the above processes, Hellenic Seaways has achieved significant benefits:

- lower human resources' employment cost,
- better relationships with all its partners (suppliers, agents),
- lower environmental footprint,
- higher speed and quality of information,
- improved evaluation practises for materials supply offers.

### **General Remarks**

HSW, through the operation of Open Accounting, follows the International Accounting Standards, and keeps track of multiple legal bodies, with different accounting books (B' & C' categories, Law 89). HSW is checked on an annual basis by chartered accountants companies. The software is also connected with the Analytics Targit & BI system.

As part of a survey on client satisfaction, Open System Solutions created a questionnaire form, in order to collect information on how satisfied HSW is with the use of the software. The results of the relevant research are summarized below:

- Through the application of connection with banks, the company has freed up resources amounting to 2.5 employees per month and has improved its relationship with the agents.
- Through the auto-invoicing application, the EDI application and the electronic approval of payments, it has freed up resources amounting to 1.5 employees per month.
- Through the Work Flow processes in the payment orders, the employment time has decreased by more than 30%.
- The addition of the operational cashier flows module has improved the flow of information and has decreased an employee's working time by more than 10%.
- Through the Work flow and EDI electronic processes in the accounting department, the use of printouts and paper has decreased by more than 20%.
- Through the integration of electronic documents, the flow of information was improved by more than 30%.
- The spare parts and materials supply module (online application entry, electronic approval by email, electronic offers evaluation and orders submission)
  - has decreased the time required for completing an application by 2-3 days,
  - has decreased printing by more than 10%,
  - has improved the spare parts control by 30%,
  - has freed up more than 3 man-days per month.
- The electronic approval process for expenses invoices (suppliers)
  - has decreased the time required for approving an invoice by 2-3 days,
  - has decreased printing by more than 10%,
  - has freed up 3 man-days per month.

## **Questions - Answers - Conclusions from the Questionnaire:**

**Overall:** The modules integrated by Open System Solutions have resulted in the modernization of both the processes and the services we offer to our partners. It should be noted that there has been a significant saving in resources on the part of our clients/suppliers as well, which has enhanced our partnerships.

### **Benefits from the cooperation?**

We have been using the Open Accounting software and the Open System Solutions services for over a decade and we are perfectly satisfied with our cooperation. Particularly in the last three years, we have integrated many different applications in the main accounting program, which have led to improving the operations of the Financial Directorate and the Supplies Directorate, eliminating bureaucratic processes, as well as saving resources and time.

### **Main problems that you have solved by using the software modules?**

In addition to what we have already mentioned, there had been some delay in the prompt and correct information of the Management on many issues. Through the integration of the modules, information now takes place in real time and a clear idea of the company's costs is available without needing to issue and register the suppliers' invoices; thus, it is possible to take the respective business decisions on time.

### **Which business processes have been enhanced by implementing the Open Accounting solution?**

The use of the new applications has simplified the more correct financial management, budget monitoring and debit balance control. Moreover, the control and flow processes of the Supplies Department have been enhanced.

### **What did you like most in the software?**

The simplicity of use, the reporting possibilities and the flexibility it provides, in terms of both its management and its adaptation to all the remaining IT systems of our company.

## **Added Value through the Open Accounting Software**

Open System Solutions offers added value to its software and clients by two aspects:

### **1. “Flexibility and Adaptability VALUE”**

Due to the constant changes in the broader business, financial and technological environment, new elements are added to the software on a daily basis. Through the methodology used to integrate the new services in the software and to adjust them according to each company, maximum flexibility is achieved in the use of software, without requiring special training for changes, thus resulting in added value for the software consumer.

### **2. “Added VALUE”**

Constant adaptations to the market needs and the continuous addition of practises and services increase the product on a daily basis with minimal cost.

The aforementioned elements add to the **Hellenic Seaways Brand**, which makes sure to provide the network with suitable ways and methods, thus increasing the company value through the usability offered to its clients, suppliers and shareholders.

All the above contribute to the realisation of the corporate responsibility principles.

The results originate from a relevant survey carried out by our company.