

Traffic Management
Security Monitoring
Communications Coordination
Financial Control
Ecommerce Marketing

i-Seaports™
MANAGEMENT



Products and Services

Harbour Mastery markets products and services it has developed and those of alliance partners who can meet management, security and environmental needs of ports today. For more information on these products and services or call our marketing agents on the about us page 8. For quick response email us at info@HarbourMastery.com.

Software-as-a-Service (SaaS) Web-based 24/7 On-Demand



Software-as-a-Service (SaaS) is the outgrowth of a new generation of applications solutions serving industries that need on-demand response and capability for their management and operations. The cyber-space and the internet provide the environment for 24/7 global access to these services. Service Oriented Architecture provides a platform for virtually infinitely scalable solutions if they are properly crafted and have paid strict attention to the rules that such architecture must follow.

Harbour Mastery markets products that take advantage of the wave of opportunity that SaaS offers. With its newest product to market, i-Seaports™ Management, it pushes the envelope of extensibility to empower ports of all sizes to seize the global markets the internet offers.

i-Seaports™ Management



i-Seaports™
MANAGEMENT

i-Seaports™ Management provides a total web-based, ERP, Accounting, CRM, and ECommerce enterprise solution. It provides the platform for complete Command & Control for managing traffic, security, communications, finance and marketing of the seaport enterprise.

i-Marinas™ Management



i-Marinas™
MANAGEMENT

i-Marinas™ Management is engineered to meet the unique needs of public and private marinas, yacht clubs, and small boat harbors (SBH). It emphasizes new services such as Access Control, Alternative Energy support for communications and marina security in anticipation of new emerging US federal regulations.

Multi-Seaport / Marina Solutions – Country Level Management

Options: local management of each Seaport / Marina, roll-up accounting from separately managed Seaports/Marinas, and centralized monitoring of traffic and security at a national, regional, state or county level. Costs are optimized for 4 or more seaports/marinas. Call or email for more information.

i-Seaports™ 2009.1 – The Revolution – Are You Ready For

- ...an Enterprise Resource Planning (ERP) accounting solution?
- ...real-time interaction with customers in their language and currency?
- ...B2B with your vendors and service providers in any language and currency?
- ...billing and accounting that is a result of your work not added work?
- ...fully integrated remote and on-site security monitoring?
- ...global ecommerce marketing power 24/7 in any language and currency?
- ...Sales Force Automation (SFA) & Customer Relations Management (CRM)?



With **i-Seaport™ Management**, three great ideas come together:

1. *One System to run any seaport*
2. *Delivered and supported via the Internet*
3. *Tailored and extended to any seaport and country requirements*

And it can be remotely managed or centrally controlled according the government and/or client requirements for emergency and operational needs in any country.

- All Data In One Application
 - No costly integration
 - No redundant data entry & maintenance
- Integrated data & business workflow for people, cargo and vessels
- Real-time financials and traffic management visibility across the seaport enterprise
- Modular Implementation
 - Role Specific Usage
 - Increase Success Rate
 - Customizable dashboards for all types of users



A Commercial-Off-The-Shelf (COTS) solution with Software-as-a-Service (SaaS) ROI

New Solutions under Development:

i-SeaportSecurity™ Management: Zone-based dedicated security management dashboard where all security partners can collaborate on collecting and displaying sensor-based and data-based information for tracking vessels, cargo, people, containers, trucks, railcars, and other conditions that can be tracked for security and commercial purposes.

i-GreenPorts™ Management : Integrating water, land and air quality monitoring solutions that address issues related to pollution, hazardous waste disposal, recyclable materials disposal, etc.

Modularized Centers Approach:

The i-Seaports™ Management Vertical Solution built on the NetSuite® platform organizes seaport operations and management into centers. The platform itself provides the financial control and ecommerce.



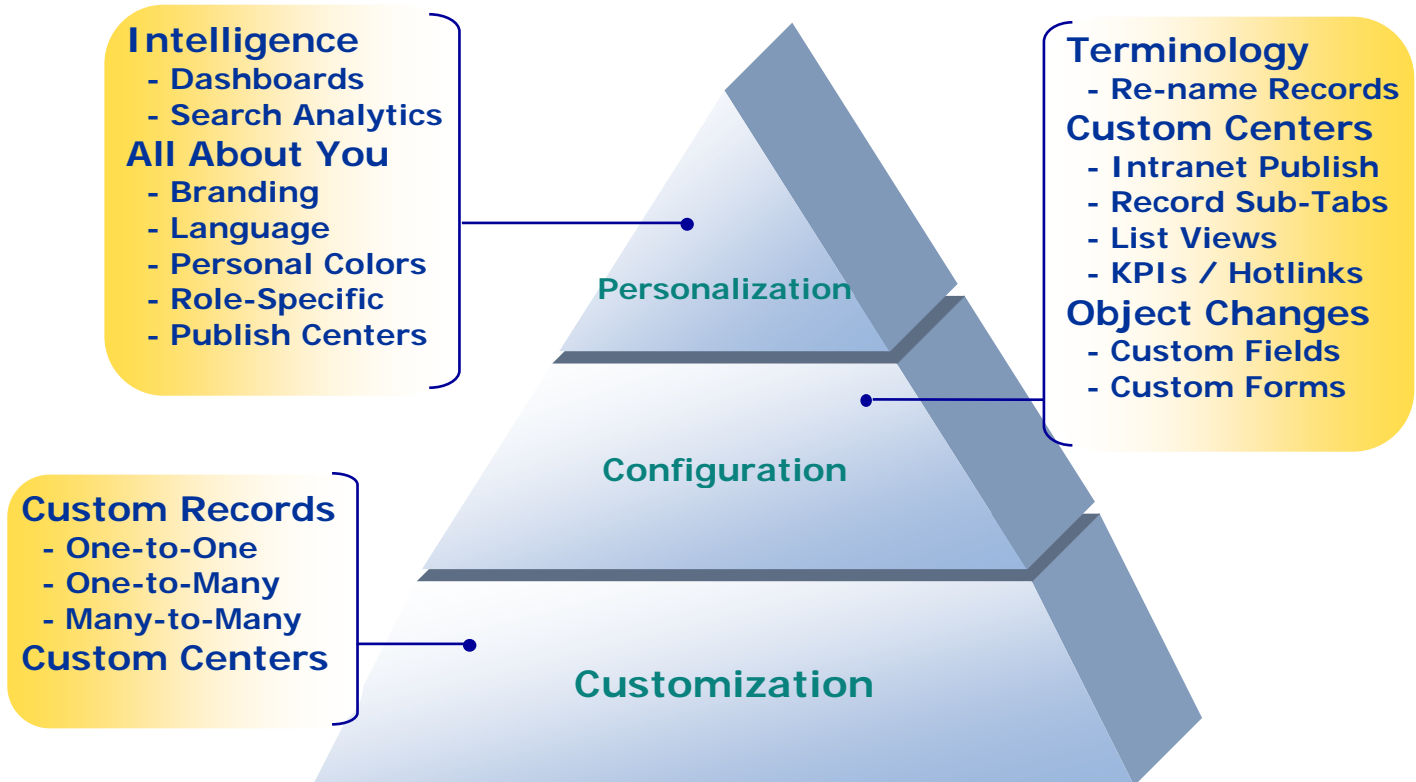
2009 Release

Traffic Management Center	Security Monitoring Center	Communication Coordination Center	Intermodal Cargo Center	i-GreenPorts Monitoring Center
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NetSuite™ ERP, Accounting, CRM, ECommerce Platform

Customized to your Requirements:

Other maritime industry product vendors and integrators do not provide the extensive level of personalization, configuration and customization of the i-Seaports™ Management Vertical. This is real Return on Investment (ROI) that is unparalleled in the industry.



i-Seaports™ Management - Release 2009.1

The seaport enterprise faces unique challenges in the 21st century for achieving and maintaining competitive advantage and profitability while addressing the issues of inter-modality, security, and environment. What is needed is a Service Oriented Architecture (SOA) that addresses those challenges.

i-Seaports™ Management provides a total web-based, ERP, Accounting, CRM, and Ecommerce solution. This application is developed for Harbour Mastery by EBS-RAD® LLC on the powerful NetSuite® accounting platform.

Release 2009.1 of i-Seaports™ meets five major needs in seaports today:

1. **Traffic Management Center:** Manages all aspects of a vessel call from reservations to departure and every billable and other service delivered in the process
2. **Communications Coordination Center:** Coordinates notifications, updates and communications at every point of a vessel call, in times of emergency and for normal operations
3. **Security Monitoring Center:** Monitors access control, perimeter intrusion, web-cams, AIS, RADAR, SONAR and enables collaboration with security from inside the application.
4. **Financial Control Center:** Controls billing, collecting, accounting, purchasing, leasing and auditing as virtually real-time.
5. **Ecommerce Marketing Center:** Manages internet presence, web-store, customer relations, statistical analysis and development planning with the CRM, ERP reporting and graphical presentation tools.

Release 2009.1 adds the dedicated Zone i-Security™ Management Dashboard for port waterside and landside security management users.

Virtual Fusion Command and Control Centers

i-Seaports™ Virtual Fusion Center Approach acknowledges that while there are many deterrents to manmade threats and mitigation of natural disasters, increasingly the emphasis is on a more aggressive and advanced knowledge and information sharing approach. Background checking and threat assessment processes for vessels, cargo and people are becoming a norm. The need for partnering between commerce and security has never been more obvious and efforts in that direction are already at work in the major seaports where jointly manned Command and Control Centers have Coast Guard and Seaport personnel working side-by-side to implement security processes while managing port operations.



i-Seaports™ Management Overview

The challenges and opportunities for seaports today are extraordinary. Ports of all sizes and types can expect to undergo radical change that reflects both the revolutions in the way global commerce is being conducted, and the increasing demands for secure trade and a healthy environment. i-Seaports™ enables its users to face these challenges in multiple ways. These advantages are offered through its ERP, Accounting, CRM, and Ecommerce End-to-end workflow. The command and control it offers for traffic, security and communications make i-Seaports™ Management an ideal choice for your complete seaport management IT solution.

Advantages Summary

Enterprise Resource Planning (ERP): i-Seaports™ follows the ERP principle of integrating business processes to gain efficiencies in time, money and personnel. i-Seaports™ follows this principle. What has also been needed is an ERP, Accounting, CRM and Ecommerce solution that removes other barriers to business — the language, currency, time zones and Universal Time Clock hassles. i-Seaports™ does the integration that removes the barriers for both operators and clients.

Full Service Accounting: i-Seaports™ Management realizes the primary business of ports is to serve the commercial needs of their city, state and national GNP. This requires the best and most streamlined solutions for managing the import and export activities of their clients. i-Seaports™ with NetSuite® 24/7 Software-as-a-Service on-demand and collaborative computing full accounting system rivals SAP® and Sage® products, to name some other industry leaders, for the small and medium business enterprise.

Customer Relations Management (CRM): i-Seaports™ addresses the customer relations management challenge with power. It treats customers as partners, not just clients, and provides the 24/7 communications and access they need to succeed in their business. When a port customer, any customer in the world, wants to make a reservation to your port, they sign in and are presented with the customer dashboard and reservation form. They complete the reservation and click to save. Their request is entered. Their user interface can be in their preferred language. Based on the services they have requested, i-Seaports™ can give them an estimate of their anticipated costs long before they arrive in the port.

Ecommerce and Web-Site: i-Seaports™ has built in Ecommerce capabilities for marketing campaigns, campaign management, and web-store where your clients can sign-in to download critical information like the tariff schedule or view the latest news on your port. It is focused on growing your customer base - use your web-store to market real-estate, leasing and other opportunities your port has to offer on a global scale. ECommerce lets you use the power of the internet in multiple ways.

i-Seaports™ End-to-End work flow conquers two challenges to seaport commercial, environmental and security IT management. **First the end-to-end work flow approach** removes redundancy of efforts by providing ease of collaboration and long-term ROI that capitalizes on a Software-as-a-Service **architecture**. **Secondly, it provides in each step of the end-to-end process** a role-based and interoperable architecture for integrating **both legacy systems** and customizing the use of advanced IT solutions that are **available and** affordable.

IMO / ISPS Code Compliance – Hazardous Material Tracking



The International Maritime Organization (IMO) International Ships and Port Facilities Security (ISPS) Code compliance is the standard for global trade to insure the security and safety of ships, people, facilities and cargo for every UN member country. A second standard has to do with Hazardous Material declaration and tracking. i-Seaports™ Management's built-in hazardous material declaration and tracking capability - which is part of the reservation and traffic management process from arrivals to departures – further enables seaport management and security to know what and where these materials are at all times.

Customs Trade Partnership Against Terrorism (C-TPAT) and other security initiatives are included in the processing to insure 96 hour advance arrival requests verification and 24 hour advanced customs clearance from foreign ports verification. If your country has not already implemented such verifications, i-Seaports is ready to support them.

Modular Overview

i-Seaports™ has unique capabilities that promote partnering at all levels and represents a Virtual Fusion Center for Command and Control in seaports of all sizes.

Traffic Management



i-Seaports™ provides a Vessel Traffic Management System (VTMS) that fully integrates to its communications, security, financial services and customer relations. No longer must these each stand alone and require redundancies of effort to manage and synchronize data. i-Seaports™ workflow processing begins with reservation requests from any client, anywhere, anytime 24/7. The steps flow seamlessly from one to another yet have built-in controls in each step.

Dashboards managed by the Administrator insure that what users can see and do in each step of the process protects critical proprietary and confidential commercial and security information. Historical data for all communications, messages, transaction decisions, activities and services are fully documented in i-Seaports™ and provide for an extensive array of standard and customizable (ad-hoc) reports, charts, graphs and analysis that let both the client and the seaport stay on top of their business.

Integrated hyper-links and web-services flesh-out the Traffic Management ease of use. Optional utilization of Lloyd's Register-Fairplay Sea-Web® web-service puts you online with their database of record for international ships and their joint venture product, AISLive® provides 24/7 location of ships entering and leaving your ports and last known locations in ports around the world.

Security Monitoring

Supply chain and seaport security monitoring and collaboration challenges loom large in Seaports today. Local, state and federal law enforcement are challenged at every turn with issues related to criminal, terrorist, natural disaster, weather, environmental and accidental hazards. i-Seaports™ addresses these challenges.

The plethora of tracking systems, monitoring and communications systems offer a whole new set of costly and labor intensive requirements. Software Service Architecture needs a new way to respond. i-Seaports™ is such a response. i-Seaports™ is dedicated to enabling seaports to gain a new level of Command and Control that is focused in their commercial success. This success depends on establishing themselves as a viable player in secure trade relations.



i-Seaports™ has built in capabilities for connecting to web-based security and tracking monitoring services and databases. Multiple types of sensor and database tracking solutions may be linked or integrated to vessel tracking, berthing, and cargo loading and unloading. i-Seaports™ security monitoring solution has the capacity for

an infinite number of hyper-links to web-based URLs or IP addresses where digitalized browser-viewable data is being transmitted. i-Seaports™ web-based platform can link to these sensor-based surveillance and tracking devices to monitor specific activity like AIS for arriving and departing vessels, or web-cams for monitoring loading and unloading activities at berths. Some types of sensor and database tracking solutions that may be linked or integrated include:



- AIS Ships Tracking: Automated Identification System tracking ships
- PTZ Web-Cams: Pan/Tilt/Zoom web-cams
- Containerized Cargo Location Tracking
- Cargo radiation and content scanning

Communications Coordination



i-Seaports™ views the communications of the seaport enterprise as the heart of the connectivity required between the port, its clients, its vendors, security, enforcement, 1st responders and others who play a role in the desired secure and profitable trade relations. i-Seaports™ has an extensive array of communications and events management capabilities that can be configured to your seaport operational requirements — traffic management, meetings, conference calls, project tracking, asset reservations, and much more. These capabilities include:

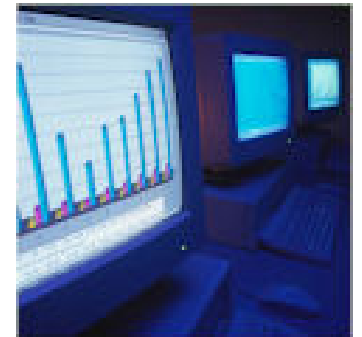
- Telephony – Phone and Fax
- Email Notifications - triggered by events
- Text Messaging - for instant response
- Interoperable IP-based Communications – VoIP and RoIP

New web-based communications solutions are emerging at a rapid pace. i-Seaports™ provides a platform for the future integration of these services as they become available and affordable for seaport managers.

Financial Control

i-Seaports™ is a full ERP sales, electronic billing and collections, payroll, vendor, tariff management, property and tenant leasing management, accounting, and an audit ready system with customizable interfaces for every user and service with the latest accounting techniques such as advanced revenue recognition. i-Seaports™ communications, traffic management, and security tracking processes provide financial management with data needed for a seamless billing and collections processes.

Clients of the seaport experience a real ROI since they can now manage 24/7 their own vessels reservations and monitor the movement and activity while in the port. For instance if the port has web-cams they can click on the berth where loading and unloading is in progress and view the activity. Clients can also view estimates of expense before they enter the port and pay their deposits and fees due on-line to the port.



The Ports ROI is greatly increased with no hardware or software to install or maintain and satisfied and informed customers. The seaports real-time reporting system keeps them totally on top of their financial condition and audit ready at all times. Setting up the chart of accounts, fiscal year, tariff schedule, bank reconciliation interface, and reporting services essential to a clean internal and external auditing process are easy in i-Seaports™.

Ecommerce Marketing



i-Seaports™ offers extensive marketing advantages for building your port's business. Built-in Ecommerce, web-store and web-marketing with the reporting and statistical analysis capabilities give you a competitive edge over other less robust IT solutions.

i-Seaports™ begins and ends with winning, and retaining customer loyalty. Over time your seaport builds an incredible source of knowledge about every aspect of its business activity and international trade relations collected in one centrally integrated database. This centralized data store is a goldmine for internal analysis for planning the future of your business, and external marketing campaigns and presentations of performance and capabilities in marketing your port's services.

i-Seaports™ enables you to move from an environment of running processes in compartmented vacuums to treating them as inter-related flows. It enables you to interact with people, processes and technologies across the entire organization to get your job done, help them do theirs and maintain high levels of customer satisfaction. Everyone in the enterprise has some relationship with every customer – traffic, communications, security and finance -- and i-Seaports™ enables you to see and manage that effectively.

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