About TORM Shipping & Its History with reMARK

TORM Shipping, a prominent tanker business with a rich history of over 130 years, has been among the world's most successful shipping companies, specializing in energy and clean petroleum products.

TORM's integrated business and operational model allows them to deploy its wholly-owned product tanker fleet quickly and efficiently. One of their significant challenges before acquiring reMARK was managing their unstructured email flow and their need for storage and automated archiving.

Nordic IT's reMARK has proven to be a reliable solution for TORM, a long standing customer for almost a decade. With reMARK, TORM has gained greater functionality, efficiency, and expanded email capabilities. They currently have over 250 reMARK users and have benefited from automated email archiving, saving significant time and labor per operator daily.

Since our previous case study with TORM, Nordic IT has continued to evolve the software and improve TORM's operations. This long standing partnership is a testament to the quality of Nordic IT's software and the benefits it provides to its customers.

reMARK Changes That Have Improved TORM's Workflow

The biggest changes TORM has experienced since implementing reMARK are centered around the significant increase in automation for their email collaboration software. By configuring many rules within the software, TORM could distribute emails to different inboxes with greater efficiency and precision. Moreover, implementing an auto-delete feature and rules for GDPR has also been a significant improvement for TORM.

TORM appreciates that reMARK has made many advancements, including an enhanced mobile app and a new and visually appealing "dark theme" for the email platform. This ability to keep up with the ever-evolving technology in the maritime industry has solidified reMARK's place in TORM's communications infrastructure.

TORM's investment in staying current with reMARK's features has also significantly impacted its success with the email collaboration software. They keep a running list of ideas to share with Nordic IT's support team for future implementation. Our teams are going to start meeting more frequently to discuss the roadmap for reMARK to address any issues or incorporate new features.

Overall, their dedication to staying up-to-date with new features and leveraging automation has allowed them to maximize their productivity while utilizing reMARK.

TORM Continues to Reap the Benefits of reMARK

Time Savings

TORM Shipping has been using Nordic IT's email collaboration platform, reMARK, for so long that it has become an integral piece of their ongoing operations. Thanks to features like automated email archiving and powerful search capabilities, TORM has saved a great amount of time and streamlined its workflow.

Vendor Support

Nordic IT continues to maintain a strong vendor relationship with TORM. TORM Shipping continues to benefit from the excellent vendor support provided by Nordic IT for their email collaboration platform, reMARK. The support team is highly responsive, solving issues quickly.

Upgrades: reMARK 1.47

TORM Shipping has consistently benefited from Nordic IT's upgrades with reMARK. The recent upgrade to version 1.47 was a success following the testing period. TORM's frequent upgrades and Nordic IT's swift issue resolution have ensured the new version's seamless implementation.

Implementation of Requested Features

TORM Shipping has continued to benefit from reMARK by implementing previously requested features such as InTune support, auto-deletion of emails with GDPR rules, mobile device approval, and the ability to allow category changes to archived emails. These enhancements have helped streamline TORM's email management and ensure GDPR compliance.

> **"No one remembers a world before reMARK."**
> —Hanne Frølund Møller, Head of Group IT, TORM

reMARK Lives Up to TORM's Mission of Efficiency, Reliability, & Safety

TORM Shipping's primary focus is on the safety and reliability of its operations. reMARK aligns with TORM's core values by providing an email communication system that streamlines processes and ensures the timely dissemination of critical information. When asked how reMARK aligned with these values, TORM provided the following insights:

1. reMARK is efficient because it allows for **efficient** communication by way of email collaboration, automation, and improved organization.
2. The system is **reliable** because it enables them to communicate with greater visibility while retrieving important information right when it's needed.
3. reMARK also embodies **safety**, as a great communication setup is essential for better safety outcomes in tanker operations.

Does TORM Shipping Still Recommend reMARK?

TORM Shipping highly recommends reMARK to other organizations of similar size. With reMARK's tremendous capabilities and success at handling large email flows, it has proven to be an essential solution for TORM.

TORM is eager to engage in further discussions regarding reMARK's roadmap and potential collaboration with Nordic IT to develop additional solutions. Overall, TORM's experience with reMARK has been positive, and they continue to utilize the platform to enhance their maritime shipping operations.

TORM's Must-Have reMARK Features

TO-DO LIST   **SEARCH**   **TEAM FUNCTIONALITY**   **MOBILE APP**

Follow in the Footsteps of TORM

Schedule a reMARK Demo