



**RadiantFleet**  
Maritime Software Solutions

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## CASE STUDY

# Revolutionising Crew Management with RadiantFleet



**Client:**  
River Advice AG  
(Part of UNITED WATERWAYS Group)





## THE CHALLENGE

River Advice is one of Europe's largest management companies for river cruise vessels, overseeing operations for multiple brands and delivering service to a multinational crew of over 2,000 employees annually.

Yet, despite its operational scope, until RadiantFleet came along, River Advice was limited by outdated, disconnected software systems.

The company had previously relied on an in-house developed system for its HR and crewing needs - a legacy platform that offered minimal flexibility and failed to scale with River Advice's complex demands. Key requirements such as onboard shift planning and time-recording were not possible, and regular crewing activities such as contract management or payroll preparation were time-consuming, largely manual and error-prone.

As River Advice expanded its footprint and modernised its fleet, it became clear that a bespoke, cruise-specific HR solution was no longer a luxury - it was a necessity.

## THE SOLUTION

With deep industry insight and a clear roadmap for digital transformation, River Advice partnered with RadiantFleet to develop a tailor-made, all-in-one crew management solution.

What set this partnership apart was the strategic involvement of River Advice's internal leadership, particularly Victor Straubhaar, who played a key role in defining requirements based on years of project development and HR experience.

Together, the teams co-designed a system that was not only technically advanced but uniquely suited to the river cruise sector.

## The RadiantFleet Solution included:

### **Radiant Crewing:**

A centralised platform for recruiting, scheduling, certifying and managing crew across multiple brands and vessel types.

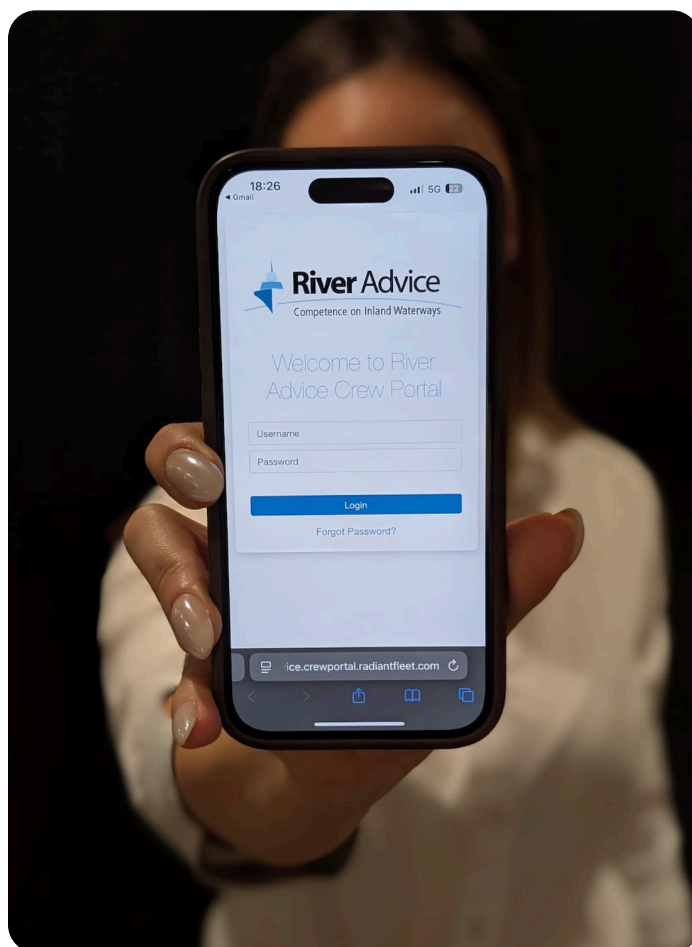
### **Radiant Payroll:**

Automated, regulation-compliant payroll execution with built-in wage scales, per diems and cross-border tax capabilities.

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**RadiantFleet** is the only shipping solution built with connectivity and digitalisation in mind, and not only as an afterthought. While other companies are struggling today with the need of re-thinking & adapting their established solutions to today's requirements, River Advice with RadiantFleet has built its future on a fresh, modern & flexible platform, which is prepared for today's needs & tomorrow's challenges.

- Victor Straubhaar, Vice President Projects at UNITED WATERWAYS (formerly part of HR Operations, Limassol)



### **Radiant Crew Portal:**

A crew-friendly interface providing mobile access to contracts, timesheets, assignments and performance feedback.

Seamless data migration and onboarding ensured minimal disruption during rollout. Within weeks, both onboard teams and office HR staff were fully integrated into the new system.

## RESULTS

**RadiantFleet** brought immediate and measurable impact to River Advice's operations:

- Enabled seamless exchange between vessel and land-based management
- Significantly reduced time spent managing payroll and scheduling
- Real-time crew data enabled faster decision-making and reduced errors
- Crew satisfaction increased due to visibility of working hours, schedules and payroll info
- The centralised system significantly reduced redundancies and improved cross-departmental collaboration



## Human Resources Impact

**RadiantFleet** brought immediate and measurable impact to River Advice's operations:

- Manual workload reduced significantly, especially in document processing, crew registration and travel arrangements.
- Real-time report exports now support tasks from payroll to sign-on/off confirmations, forms and evaluations.
- Crew Portal access improved crew autonomy and communication, with digital contract management and data updates.
- Regular software updates with explanations ensure continuous HR improvement.

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**RadiantFleet** assists us in staying organised, efficient and provides reliable reports that support our daily HR work.

- Sonia Charalambous,  
HR Manager at River Advice AG

### More specifically:

- **Contracts:** Moved from manual email exchange (2019–2022) to full Crew Portal integration (2024–present) with contract status updating automatically once verified.
- **Personal Details:** Crew now update their own addresses, bank info and uniform sizes directly in the Crew Portal. HR reviews and approves, saving time and increasing accuracy.
- **Certificates:** Mandatory documents are uploaded by crew, with HR only validating entries.
- **Assignments:** Once shared only via email, assignments are now visible to crew anytime via the Crew Portal.
- **Travel Expenses:** Crew upload receipts directly, speeding reimbursements and reducing Hotel Managers' workload.
- **Evaluations & Warnings:** Standardised digital templates within RadiantFleet replaced paper-based forms.
- **Joining Instructions:** Generated in RadiantFleet and uploaded directly by Hotel Managers.
- **Reports:** A wide range of specialised reports (crew details, turnover, missing docs, contracts, assignments, evaluations, seniority, manning) now support daily HR operations and workforce planning.

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We benefit from reduced workload hours, freeing up internal resources and reducing costs.

- Adrian Lutz,  
Accounting Manager at River Advice AG



## Finance and Payroll Department Impact

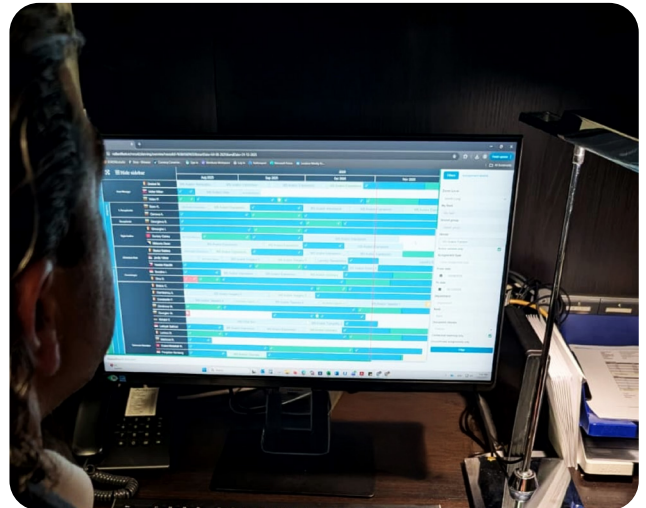
- Monthly exports of assignment days now drive KPI-based reporting across service streams, vessels and budget centres.
- Used directly for crew recharge invoicing and comparison of actuals vs budgeted personnel costs.
- Reduced workload hours by enabling faster, more reliable data processing.

### More specifically:

- **Agency Fees:**  
Payroll files that once required manual merging are now exported directly, faster and error-free.
- **Payment Files:**  
IBAN and iCard payments now export in split format, increasing flexibility.
- **Manual Entries:**  
Large payroll batches can be entered without opening individual records.
- **Insurance Reports:**  
Reports are now exportable in the required client/supplier templates, as well as by EU/EFTA vs non-EU/EFTA groups — saving time and reducing errors.

### More specifically:

- Enhanced recruitment reporting now allows cross-departmental analysis and clearer oversight of agency performance.



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Recruitment reporting and integration with JazzHR is a great tool for my team.

- Nikolett Ghandour,  
Recruitment Manager at River Advice AG

## Recruitment Department Impact

- JazzHR integration enables seamless transfer of hiring data into **RadiantFleet**.
- Recruitment report functionality improved hiring tracking and departmental oversight.

## A LASTING PARTNERSHIP

As part of the UNITED WATERWAYS group strategy, River Advice continues to build its technological edge by deepening its partnership with RadiantFleet and setting new standards in crew care, compliance and operational intelligence.



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At **RadiantFleet**, we've had the privilege of collaborating with visionary leaders, and River Advice stands out as a true pioneer in the digital transformation of the inland waterways sector.

From the very beginning, River Advice's management demonstrated exceptional commitment and direct involvement in every phase of the digitalisation journey. Their leadership not only ensured a smooth and effective implementation but also created a north star for the entire industry to follow.

We went live together in February 2018, and by October 2019 River Advice had already set a benchmark for transparency and collaboration—earning recognition from European labour unions and AQUAPOL with the Good Employer Label. This achievement reflected their openness, teamwork, and respect for both crew and shore-based teams.

**River Advice** was our first client in the inland waters of Europe, and their partnership has been instrumental in shaping RadiantFleet's growth and innovation. Their trust and active engagement helped us build not just a product, but a lasting model for operational excellence and human-centred digital transformation across the maritime industry.

- Sofoklis Papasofokli, CEO at RadiantFleet



**RadiantFleet**  
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