



RadiantFleet
Maritime Software Solutions

CASE STUDY
**Scenic tackles
Crewing and Payroll
Issues with Radiant Fleet**



Client:
Scenic Luxury Cruises & Tours
and Emerald Cruises

SCENIC°
LUXURY CRUISES & TOURS

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“We found that we were wasting a lot of time. Our crew members were becoming increasingly frustrated with the current programs, unable to access their information and working hours promptly. Managing even a single vessel entails significant effort, let alone six or more. Thus, we recognized the necessity for a streamlined, efficient solution to simplify our work and enhance our lives.”

-Michael Stamm, Director of HR River Operations at Scenic.

THE CHALLENGE

Though Scenic had gained a rich reputation worldwide as a luxury cruise company, setting the benchmark in ultra-luxury cruising, the company found that the software they were using to manage their fleet was, at times, time-consuming and not effective enough.

Different programs were used for various functions. Both crews and the HR team were spending excessive time managing their tasks, limiting their ability to oversee multiple vessels.

Additionally, without a Crew Portal, crews lacked access to essential operational information, leading to confusion, overtime, and accountability challenges.

THE SOLUTION

Scenic began collaborating with RadiantFleet in 2019.

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We wanted to use a program that would encompass all our functions in one place and streamline our processes. **RadiantFleet** provided us with exactly what we were looking for!

- Michael Stamm, Director of HR River operations at Scenic

The RadiantFleet Solution included:

Radiant Crewing:

An innovative crewing platform for efficient recruiting, hiring, planning, and administration of crewmembers.

Radiant Crew Portal:

This portal allows instant access and communication between the organization and its crew members, from crew assignments to contracts and pay slips.

Radiant Payroll:

A program allowing seam-less payroll execution and many more features such as wage scales, budget control, calculations, etc

Migration to and integration of the new platform was simple, thanks to efficient collaboration with the RadiantFleet team, and their ease of use meant that all staff was able to learn how to navigate the new platform quickly.



RESULTS

With the new platform, Scenic staff and crew members could access all their processes and data in one platform. Time spent on emails, pay slips, and Excel sheets decreased from days to hours, allowing Scenic to efficiently oversee its entire river fleet of 20 vessels compared to the initial six.

In addition to their river ships, they expanded their operations to include the new ocean expedition vessels. Scenic manages four new-build ocean expedition vessels: Scenic Eclipse, Scenic Eclipse II, Emerald Azzurra, and Emerald Sakura. They could seamlessly utilize their existing **RadiantFleet** system for ocean vessels as well.

Using a unified system across its entire fleet, the company plans to broaden its scope by adding more services from **RadiantFleet**.



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Our crew is so happy with the Crew Portal in particular because they can clock in and clock out their working hours and have visibility on what is needed depending on the area in which they are based. The entire platform is very user-friendly and fast, and the automation of our processes means that our daily operations have been simplified, and we make fewer mistakes and save on costs.

-Michael Stamm, Director of HR River Operations at Scenic.

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You understand our needs, and you resolve our issues timely and proactively, helping us to deliver better experiences to both our crew members and office employees. We at Scenic are proud to be recognized for the innovations we bring into the cruise industry. Thus we appreciate our partnership since you, too, strive to be on the cutting edge of crewing and shipping software technology.

-Iris Gospocic,
HR Manager at Scenic



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Our collaboration with Scenic Luxury Cruises & Tours stands as a testament to our commitment to innovative solutions that empower global enterprises. Addressing Scenic's intricate crewing and payroll challenges across their extensive operations in Europe, Asia, Australia, New Zealand, and the Americas was a rewarding endeavor.

Radiant Fleet's integrated platform, including Radiant Crewing, Crew Portal, and Payroll solutions, streamlined their operations remarkably. Witnessing the swift adoption and the subsequent increase in operational efficiency has been gratifying. We extend our gratitude to Scenic for their partnership and look forward to further optimizing their operations, reaffirming our dedication to shaping operational excellence in the maritime industry.

- Marios Papasofokli, Co-Founder - RadiantFleet



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