



RadiantFleet
Maritime Software Solutions

CASE STUDY

One Platform. Total Control: How Scylla Transformed Crew Operations



Client:
Scylla Group



SCYLLA

BACKGROUND

As Scylla's fleet and operations continued to grow, managing crewing, recruitment and payroll processes became increasingly complex. With a multinational workforce across multiple vessels and offices in various countries, they needed a solution that could centralize crew data, streamline payroll processing and improve visibility across their operations.

Previously, several processes were handled manually or across different systems, which made coordination between departments more time-consuming and increased the administrative workload for Scylla's teams. They were looking for a platform that could support their crewing operations while ensuring compliance with regulatory and payroll requirements.

THE SOLUTION

With a growing fleet and increasingly complex operations, Scylla required a scalable digital platform that could support collaboration between office teams, onboard teams and operations managers. What stood out immediately was that the platform was built specifically for crewing and vessel management, rather than being a generic HR system.

The flexibility of the system, its ability to support complex requirements, and the collaborative approach of the **RadiantFleet** team during discussions made it clear that they understood the operational realities of managing river passenger vessels.

RadiantFleet willingness to work closely with Scylla's team and tailor the implementation to their processes was one of the key factors in their decision.

THE IMPLEMENTATION

The implementation was carried out in close collaboration between Scylla's internal teams and the RadiantFleet specialists. The project involved configuring the system to match Scylla's operational workflows, migrating crew and payroll data, and ensuring the solution aligned with Scylla's existing IT environment.

The implementation was well structured and supported by clear communication and regular coordination meetings, which helped ensure a smooth transition. Training sessions were also provided to Scylla's team, allowing users to become familiar with the platform quickly.

As with any digital transformation project, the main challenge was transitioning from established manual processes to a new digital workflow. This required some adjustments internally and careful planning to ensure data accuracy and continuity.



RadiantFleet has become an essential tool for our daily crew management operations in the river cruise industry. As a crewing officer, I find it extremely helpful and user-friendly. It offers a wide range of functions, making it a truly versatile, all-in-one solution for managing crew-related tasks. One of the things I appreciate most is how easy it is to learn. After a short training session, the system becomes very intuitive and simple to use. The platform is also fast and responsive, which makes daily work more efficient. Another major advantage is the responsiveness of the **RadiantFleet** team. Whenever we needed additional features or adjustments, they were able to implement them for us, which shows their commitment to continuously improving the software. Overall, **RadiantFleet** is a reliable and efficient platform that greatly supports crewing operations.

- Panagiotis Chrysostomou, Crewing Officer



The RadiantFleet team worked closely with Scylla's team throughout this process, providing guidance and technical support. Their responsiveness and willingness to adapt the system to Scylla's operational requirements helped address any challenges efficiently.

SOLUTION USAGE

RadiantFleet has significantly streamlined Scylla's crewing, recruitment and payroll processes by consolidating tasks into a single, integrated platform. Activities that previously required manual coordination between vessel and office teams are now handled more efficiently and with greater accuracy.

- 1 For example:** free day calendars were previously submitted by hotel managers and captains and then manually entered into payroll by the office team - a process that required 2-3 days of work. With **RadiantFleet**, this process is now digital and centralized, resulting in substantial time savings.
- 2** Similarly, expenses and cash advances are now submitted directly by crew members and onboard teams within the system, eliminating the need for manual data entry by office teams.
- 3** In addition, the introduction of the ATS (Applicant Tracking System), developed in collaboration with **RadiantFleet**, has transformed Scylla's recruitment processes. This functionality did not previously exist and is now actively used by their Recruitment team. External partners, such as recruitment agents, can also access the system, improving efficiency and collaboration.
- 4** **RadiantFleet** also allows Scylla's teams to grant controlled access to external stakeholders, such as accountants or senior captains, ensuring they can view relevant information tailored to their roles.

Overall, **RadiantFleet** has reduced administrative workload, improved data accuracy, and enabled Scylla's teams to focus more on operational priorities and crew wellbeing. It has also enhanced transparency across departments, making it easier to coordinate crew planning, contracts, and payroll activities.



Several features have proven particularly valuable:

- Centralized document database, crew data management
- Digital access for crew members through the crew portal (contracts, payslips etc.)
- Unified access to a single source of information for office, vessel, and crew
- Payroll processing
- Improved crew planning
- Reporting and operational oversight tools
- Working hours registration on board vessels

These capabilities help ensure that both shore-based teams and crew members have easier access to essential information.



RESULTS AND IMPACT

Since implementing **RadiantFleet**, Scylla has seen improvements in operational efficiency and administrative processes.

Some of the key benefits include:

- Reduced time spent on payroll processing
- Improved accuracy in crew data management
- Faster access to operational reports and documentation
- More efficient crew planning and coordination

The system has helped standardize processes across Scylla's fleet and improved overall workflow efficiency.

While the primary objective was operational efficiency, the reduction in manual work and improved process automation has translated into significant time savings for Scylla's team.

By streamlining payroll, documentation and crew management, **RadiantFleet** has allowed Scylla to operate more efficiently and allocate resources more effectively.

USER EXPERIENCE

Users appreciate having a centralized system where they can easily access crew information, documents and operational data.

The platform is designed with operations in mind, which has helped Scylla's teams adapt to it relatively quickly.

The introduction of the crew portal has been particularly beneficial for crew members, as it provides easy and direct access to important information such as contracts, payroll details, and documentation.



My experience so far with **RadiantFleet** software has been very positive. The platform is user-friendly and offers a wide range of useful features that support our daily operations. I also appreciate how responsive and helpful the team is whenever we request updates or share ideas on how the software could be improved. Looking ahead, I believe **RadiantFleet** will continue to benefit our work by becoming even more efficient. As the software evolves, it will help us stay more organized and up to date with our tasks, making our workflow smoother and more effective.

- Andreas Zantis, Senior Crewing Officer

In addition, features such as chat function and the ability to share newsletters via crew portal have significantly improved communication. These tools allow Scylla to reach crew members more quickly and efficiently compared to traditional email.

This increased transparency and improved communication have contributed to a more positive employee experience.

CUSTOMER SUPPORT

RadiantFleet has been a reliable and responsive partner throughout the implementation phase and Scylla's ongoing operations. Their team has provided consistent ongoing support and quick responses to questions.

Especially Scylla's regular weekly meetings with George Papatomas have been extremely valuable, as a forum to address questions, resolve any issues, and stay informed about ongoing developments and new features of **RadiantFleet**. This approach ensures that Scylla always aligned and able to make the most of the system.

The level of engagement, responsiveness, and willingness to support Scylla's evolving needs has made **RadiantFleet** not just a software provider, but a trusted partner in Scylla's operations.

COMPETITIVE ADVANTAGE

Having a modern digital platform for crewing and payroll management helps Scylla maintain efficient operations while supporting the growth of the fleet.

This level of efficiency and transparency supports ability to deliver a high-quality service across their fleet.



Our partnership with **RadiantFleet** over the past years has been a key driver in strengthening our operational capabilities. Together, we developed a tailor-made ATS that perfectly supports our workflows and daily operations. **RadiantFleet's** collaborative mindset, flexibility, and commitment to delivering practical solutions have made them a trusted and valuable partner in our continued growth.

- Sanja Leka, Recruitment Team Lead



FUTURE OUTLOOK

As Scylla's fleet and operations continue to evolve and grow, having a scalable digital platform will remain essential. **RadiantFleet** provides a solid foundation for managing crewing operations and adapting to future operational requirements. Scylla's team look forward to continuing collaboration and exploring further opportunities to enhance efficiency and digitalization across their fleet.

INDUSTRY IMPACT

This collaboration demonstrates how digital platforms can transform crewing operations in the river cruise sector, enabling companies to move away from fragmented, manual processes toward fully integrated, data-driven workforce management.

For companies like Scylla, operating complex and multinational fleet, having a centralized and scalable crewing solution is no longer just an operational advantage - it is becoming a necessity.

As the industry continues to evolve, the adoption of modern technologies will play a key role in shaping more agile, efficient, and future-ready operations.



RadiantFleet has become an important pillar in how we manage our crew across the Scylla fleet. As a superuser, I have been closely involved in the development and continuous improvement, and what stands out is the flexibility and the partnership approach behind it. **RadiantFleet** is not just a tool - it evolves together with our needs. This level of adaptability, combined with the strong support and open communication with the **RadiantFleet** team, gives us confidence that the platform will continue to support our growth and future ambitions in crew management.

- Sigita Silniece, Head of Crew HR ,
RadiantFleet superuser



RadiantFleet improves crewing efficiency by centralizing data, improving communication, simplifying crew planning, and ensuring better control of documentation and compliance, which ultimately supports smoother operations across the river fleet. I can say that **RadiantFleet** is great tool of crew management, when it comes to data, scheduling, assignments, better planning incl. rotations, vacations and transfers. We talk about improved efficiency in time and administrative matters.

It improved all areas of documentation storage incl. certificate, medical, contracts and all crew related matters. It enables better reporting and data analysis, helping us to track the performance, crew costs and operational efficiency.

- Sanja Leka, Recruitment Team Lead



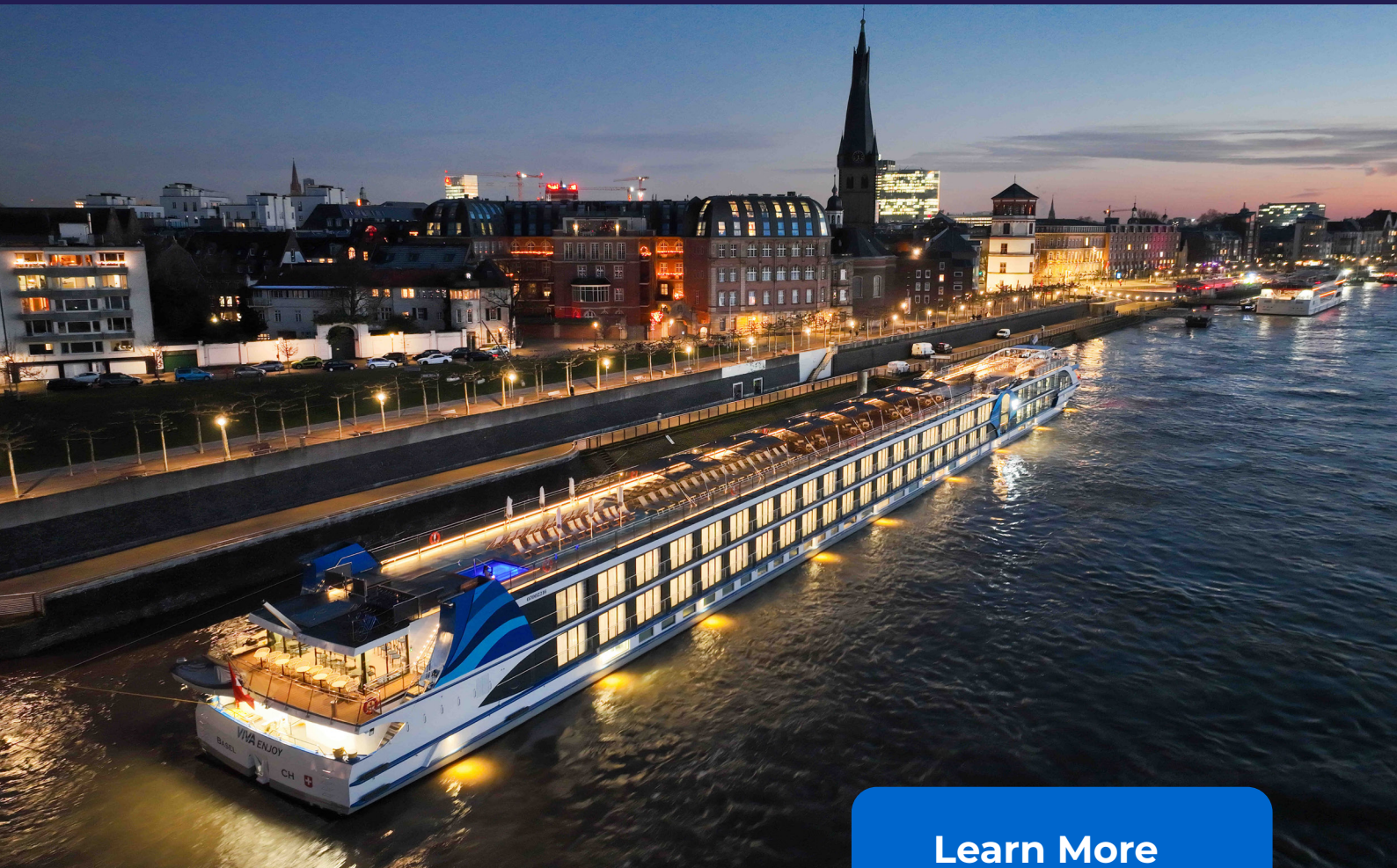
At **RadiantFleet**, our goal has always been to deliver more than just software — we aim to become a true operational partner for our clients.

Our collaboration with Scylla Group is a great example of what can be achieved when technology is built around real-world crewing challenges. Together, we transformed complex, manual processes into a fully integrated, digital workflow — improving efficiency, accuracy, and transparency across their fleet operations.

What makes this partnership particularly meaningful is the collaborative approach we have developed. By working closely with Scylla's teams, we were able to tailor the platform to their specific operational needs, from crew planning and payroll to recruitment and data management. This adaptability is at the core of RadiantFleet.

We are proud to support Scylla in their continued growth and digital transformation, and we remain committed to evolving our platform alongside their business — ensuring they stay efficient, compliant, and future-ready.

-Sofoklis Papasofokli, CEO, RadiantFleet



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