



MARINE AGENTS ENJOYING EFFICIENCY, COVERAGE



Inchcape Shipping Services McKay (ISS-McKay) provides marine agency solutions across New Zealand's ports with customers in the oil, cruise, container and bulk commodity sectors as well as serving naval, government and inter-governmental clients.

Since December 2014, ISS-McKay has deployed MOTOTRBO DP3400 portable radios operating on Connect Plus to communicate between ISS-McKay's Auckland office and their staff on board cruise ships.

"Our agents board the ships, and there may be two or three ships in the harbour at the same time. The main agent boards the ship and coordinates with the ship's departments. There may also be an assistant agent and/or a second assistant agent on the one ship," says Douglas Colaco, national manager – cruise services at ISS-McKay.

BENEFITS "WITHIN A WEEK"

Colaco explains that after using mobile phones he "realised the benefits of using radio within a week".

Better and more efficient customer service: "This was a key reason for the rollout. Customers complain when something goes wrong, which is what we want to avoid."

Recently when ocean liner the Queen Mary 2 arrived in Auckland, she was too large to berth in the usual location. To complete the complicated process of passenger arrival, customs and baggage receipt when passengers were more than a kilometre away from the terminal, the main agent allocated one radio to the sub-agent in the passenger terminal so the team could coordinate procedures without delay. The main agent reported that the radios were "very handy during that operation".

Increased productivity through better communication: Using radios has enabled greater productivity in Colaco's team through better communication and more efficient work practices. "Productivity is up because we're all in touch – we can hear and call each other easily. Staff can work more efficiently, for example, instead of everyone running between the decks they simply call each other. It's also less tiring for the team on larger ships where there can be as many as 14 decks!"

"Now that we have radios, the main agent can be somewhere on board the ship and perform preparatory work on the laptop for the ship arriving the next day. They can talk to the sub-agents via the radio, so now they can actually work while coordinating others. This is one of the things that has been missing for the last few years."

"While the radios are mainly for cruise ships, we have started using them for commercial ships as well, which is very good as the commercial ships go in to berth much further away. We can have a person on board, with a radio live in the office, who can do the paperwork while someone else does the phone work," says Colaco. "And instead of making two or more trips a day to the dry docks for spares, now we go just once a day due to improved efficiency and teamwork via the group communications."

Complete coverage: Many parts of the ships had no coverage, however, ISS-McKay staff now enjoy complete coverage using the radios as they operate on a high penetration digital radio network.

Ease of use: "All staff love the radios and see that they are really important to their work. When asked, the staff always give the 'thumbs up'!"

Battery life: Compared with the mobile phones of before, battery life is reliable. "Previously, the (mobile phone) batteries would run down which was very stressful. Also, on the mobile you couldn't get the person if they are on another call, which is a cross against our staff service. On the radios, we can."

Customer
ISS-McKay

Industry
Transportation and Logistics

Technology Partner
Genesis Communications

Need

- Effective and reliable communication between marine agents

Benefits

- Better and more efficient customer service
- Increased productivity
- Complete coverage
- Ease of use
- Reliable battery life

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