



HÖEGH AUTOLINERS

## AN ATPI CASE STUDY

# Höegh Autoliners

Crew  
Management -  
Circle Of Care



Image courtesy of  
[www.Hoeghautoliners.com](http://www.Hoeghautoliners.com)



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Page 2

**“ATPI CrewLink™ makes the workflow more efficient for everyone involved with the added security of a full audit trail of the information flow.**

**Terje Lorentzen**

Head of HR Systems and Benefits  
Höegh Autoliners Management

#### BACKGROUND

Höegh Autoliners is a leading global provider of Ro/Ro (roll on / roll off) vehicle transportation services. The company operates around 60 pure car and truck carriers in global trade systems which are managed from a worldwide network of around 20 offices in four regions. Customers include global manufacturers of new cars, heavy machinery and rolling goods.

Höegh Fleet Services is an integrated ship management company owned by Höegh Autoliners – this part of the organisation provides ship management services to its parent company. ATPI Griffinstone services the company globally through offices in Norway, The Philippines and China, while Höegh Autoliners is serviced through offices in US, South Africa, The Netherlands, UK, United Arab Emirates, India, Singapore, Japan, South Korea and China.

As crew travel is a major part of Höegh Autoliner’s business, efficiencies and streamlining processes is a key part of their travel programme.

#### THE CHALLENGE

Höegh Autoliners were looking for ways to better manage their crew travel, in relation to the complexity of travel itineraries and frequent changes of travel plans. Manual booking processes were slow, and the complex nature of their crew travel led to human error, such as accuracy of profile information and requirements. Efficiency of booking remained a key focus, as was the need to have a full audit trail of travel information to feed into financial requirements – such as reconciliation and payments.

#### THE SOLUTION

The road to on-going efficiencies was a gradual one, with several key milestones. The process began in 1998, when Höegh Autoliners worked with ATPI Griffinstone to integrate crewing software with travel systems in order to pre-approve invoices based on matching flight date and time with crew activities.



## AN ATPI CASE STUDY

### Höegh Autoliners Crew Management - Circle Of Care

Page 3



In 2004 Höegh Autoliners selected Onsoft Computer Systems (OCR HR) as a global provider of crew management software. As part of this software investment the company recognised the opportunity to improve travel related processes - Höegh Autoliners therefore reached out to ATPI Griffinstone for ways of possible travel integration.

By early 2006 a prototype of *ATPI CrewLink™* was ready to process the first live request for a ticket reservation from Höegh Autoliners's HR system. *ATPI CrewLink™* could therefore make a real difference to data processing accuracy, while offering time and cost savings – exactly what Höegh Autoliners were looking for.

Recognising the benefits of this technology to other clients, ATPI Griffinstone's technology development team set up a working party to

understand how the HR system managed data and how this could be moved across into a travel management company distribution system. The requirement was to provide a single global platform to manage and control all crew travel logistics; enabling companies to send traveller requests, vessel and trip information directly from their crew management systems. The initial version and on-going enhancements ensure that the data moves between various systems in a smooth, efficient way. The platform also works in partnership with various existing crew HR systems available in the market-place such as SBNT, OCS and Seacrew.

#### THE RESULT

The integration of Höegh Autoliners's HR software with ATPI Griffinstone's travel booking systems and profile tools resulted in a range of benefits including reduced staff costs and improved booking speeds to minimise the risk of human error.

Höegh Autoliners recognised early in the project that this level of integration facilitates 100% accuracy in crew data at time of booking, whilst also being fast and reliable.

In practice, the results were clear: a full crew change booking with manual e-mail based requests for tickets used to take approximately 20 minutes. Due to the nature of Höegh Autoliners's business they make on average, 3.25 changes for each booking, and a manual booking process would take up to 40 minutes. With ATPI Griffinstone and OCS HR linked together via the *ATPI CrewLink™* platform an average booking now takes approximately 2 minutes.

Additionally, by integrating fully from the HR profile database through to accounting hand-off, the sensitive issues around reconciliation and payments are also effectively minimised.

#### ABOUT THE ATPI GROUP

The ATPI Group is a long established travel management company and one of the fastest growing brands in corporate travel. With over 100 offices worldwide, the company has successful operations in corporate travel, corporate event management, online travel technology and specialist travel management for a number of key industries. [www.atpi.com](http://www.atpi.com)