

A circular inset image showing three people in a professional setting. A man in a blue patterned shirt and glasses is pointing upwards with his right index finger while speaking. A woman with blonde hair and glasses stands behind him, looking on. Another person is partially visible on the left. The background is a light grey wall.

GLOBAL MANAGED SOLUTIONS

**Cost-effective port call
operations anywhere
in the world**



GLOBAL MANAGED SOLUTIONS

A Solution for every need



Pre-plan operations with accurate data

World of Ports platform



Optimise port stays wherever you go

Husbandry Management Solution



Minimise time spent managing port call operations

Operations Management Solution



Simplifying your DA process for a faster turnaround

DA Management Solution



Reduce overall port call cost and increase efficiency outsourcing its complexity

Port Call Management Solution (Operations + DA)



Streamline your bunker & transit calls operations and reduce cost

Bunker & Transit Management



Make data driven decisions and stay ahead of competition

Optic platform

GLOBAL MANAGED SOLUTIONS

Overview

Solutions for all types of port calls supporting charterers, ship owners and operators.

Inchcape provides the most comprehensive range of global managed solutions for any type of port calls. The solutions are tailored to your needs and designed to deliver the same high-level and standard services worldwide, so you can increase efficiency while controlling costs and mitigating risks.

A Solution for every need

All solutions are centralised which means your team will have one point of contact for all port calls. The people behind the solutions, known as the Global Hub is an independent team of experts in operations, finance, procurement, QHSSE and legal to optimise and simplify the entire process, freeing up your team to give you the peace of mind you need, to drive your core business forward.

We leverage our global network, local knowledge and negotiation power rooted back since 1847 to secure the best and secure vendors at the best price.

Digitalisation plays an important part in everything we do. The team developed a powerful digital port call management tool (Optic Platform) to deliver an efficient and cost-effective service in a transparent way. This means that you have full access to the tool to monitor and control all your port calls.

What can you have with these solutions?

Simplify operations

One global agent, 4 hubs, any port agent, all ports.

Eliminate time-consuming port calls tasks by centralising the entire process with one global agent, independent hub teams and a single point of contact to manage and solve problems with local port agents, Inchcape or 3rd party agents.





KEY FEATURES

Optimise costs

Cost optimisation program

- Strategic procurement with a dedicated team to secure ethical and sustainable vendors at the best price
- Fully transparent DA verification, validation and approval process
- Pre-funding and FX management via Smart Pay solution in partnership with Moneycorp
- One bank account and one currency for all port calls
- Digitalise end-to-end operations
- Optic platform. Built by the industry for the industry
- All-in-one place with Optic platform, from agents' appointment to settlement
- Detailed, accurate and real-time information of port call operation and DA
- Easy and intuitive DA approval
- Operations and finance performance dashboards

Security & Compliance

Integrated compliance throughout the entire process

- Financially secure with USD 3 billion in transactions each year
- Approved list of vendors and partners vetted and monitored
- Anti-bribery and corruption programs, Port Watch list and Master evaluation
- Internal audit, compliance trainings, strict policies and security certifications
- QHSSE management systems and certifications, cybersecurity program, data protection



Transparency

Data visibility and business transparency

- View entire operations and DA process including vendor contracts, Master Feedback, Supplier Payment Validation, Agent performance, DA performance and more
- Access to complete audit trail for Operations, Finance, Messaging, and reports Integrated Compliance and security
- Performance review meetings and reports

GLOBAL MANAGED SOLUTIONS

Reduced annual port call costs by up to **10%**

95% of FDAs within 25 days

Over USD **20 million** Saved in 2020

Less than **1%** of supplementary DAs

KEY BENEFITS

Increased efficiency

Save time while empowering your team to become more productive.

- ✓ Optimise and simplify your port calls
- ✓ Reduced administrative tasks / workload
- ✓ Improved communication
- ✓ Improved port call turnaround time.

Reduced costs

Our global network and negotiation power allow us to get the best vendor at better price, no hidden costs.

- ✓ Time saved
- ✓ Better prices and FX rates
- ✓ Vendors discounts
- ✓ Less financial transactions.

Mitigate risks

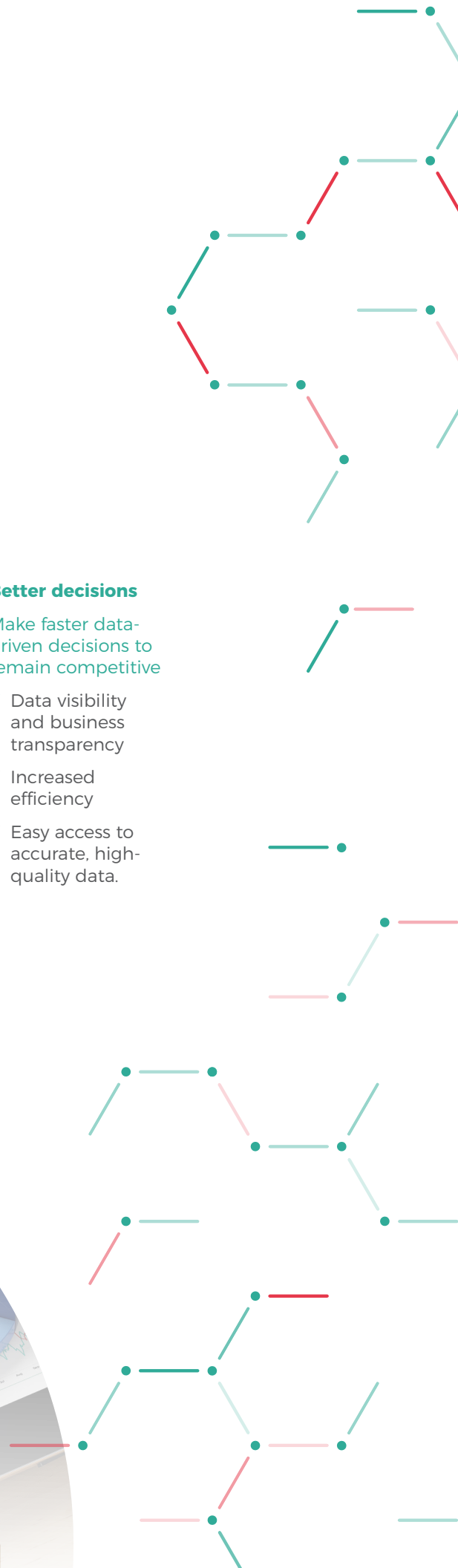
One-counterparty solution taking over challenges and risks

- ✓ Reduced risks of fraud and claims
- ✓ Reliability and consistency
- ✓ Financially secure, strong compliance, safety and assurance
- ✓ Faster DA turnaround and improved working capital.

Better decisions

Make faster data-driven decisions to remain competitive

- ✓ Data visibility and business transparency
- ✓ Increased efficiency
- ✓ Easy access to accurate, high-quality data.



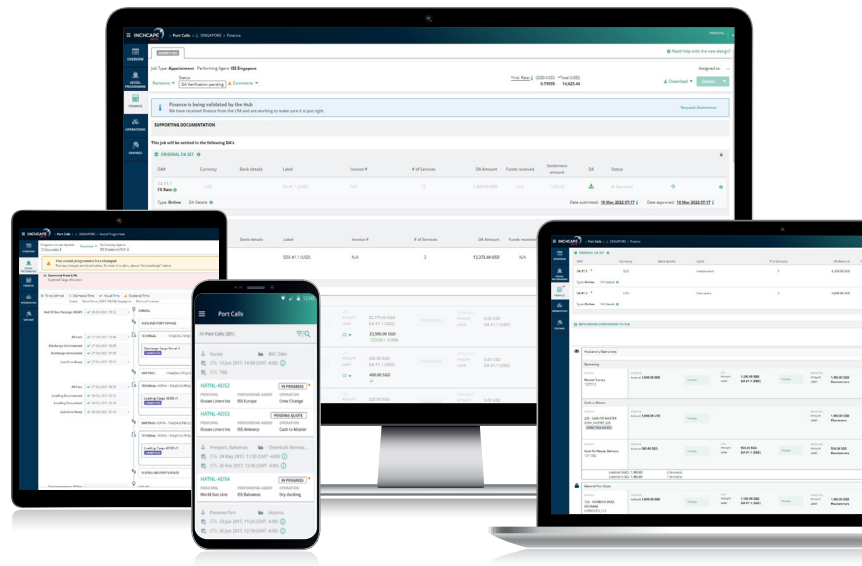
OPTIC PLATFORM

Delivering operational excellence and cost savings through digitalisation.

Optic is a digital cloud-based platform that enables effective management of port call operations, maritime services and Disbursement Accounting through a single interface.

It is the platform used by the Global Hub teams to manage all operations and communication with local port agents and your team.

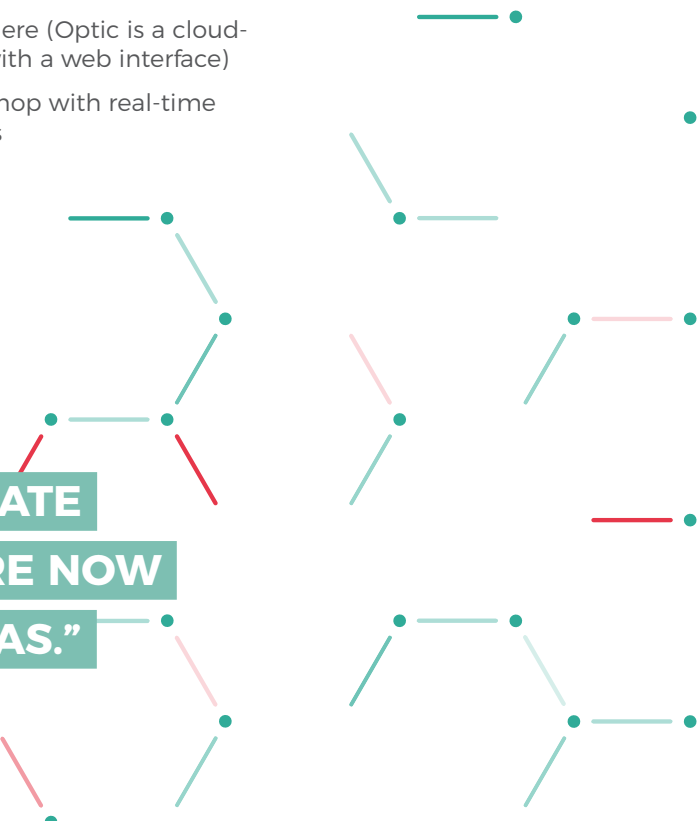
A multi-channel, mobile, flexible and scalable solution to support today's business requirements.



KEY FEATURES

- Operations and DA management is driven by automated workflows and accurate data
- KPIs are embedded in the workflow to meet customer requirements
- Integrated compliance
- Instant and real-time access to all port call information, end-to-end, with complete transparency
- An easy and paperless DA approval process
- Access to proforma PDA, CE, DA, FDA. All in one place with built-in revision control and variance calculations.
- Alerts and notifications, so customers only log in when needed – Management by exception
- Segregated finance invoices against each service line, easily previewed from within Optic
- Easy access to operational events (i.e. Timelog, Statement of Facts) and operational documents (i.e. Receipts, VAR)
- Centralised communication with visibility of all comments/queried messages against each service line, eliminating tedious email searching
- Built-in reporting application (ReportService)
- Operations and DA performance dashboards for comparing against competitors and the market
- VMS integrations and open APIs
- Work from anywhere (Optic is a cloud-based platform with a web interface)
- Android mobile app with real-time push notifications

“DUE TO HOW EASY IT IS TO NAVIGATE OPTIC, MORE OF THE OPS TEAM ARE NOW CHECKING AND APPROVING THE DAS.”
A WORLD LEADING CHARTERER.



GLOBAL MANAGED SOLUTIONS

Trusted solutions for cost-effective and optimised operations

Contact us today for more information or for a demo of our digital tools

Simplifying Port Calls since 1847

INCHCAPE ADVANTAGE

- End-to-end port call optimisation, not just DA, through strategic planning, dedicated procurement and technology
- Cost optimisation programs and global network that combined with our local knowledge provide us with the ability to negotiate prices, reducing overall costs to our customers
- Over 175 years of port agency experience, allowing us to predict, prevent and solve potential problems in a cost-effective way and secure vendor discounts
- Strict governance and strong compliance, same degree of integrity and reliability no matter who the appointed agent is
- Operations, finance and business transparency

About Inchcape Shipping Services (ISS)

Inchcape Shipping Services is a global leader of maritime services with a history reaching back to 1847, equipping us with the foresight to prevent and solve problems cost-effectively. Charged by passion and local knowledge, we develop and employ solutions that leverage the benefits of a global network to meet customer needs, no matter who their local port agent is.

The Power of People

We rely on the strength of local agents' knowledge and relationships

Global Perspective

We connect the world and see the big picture to deliver effective services

Progress

We adopt new thinking and push for positive change in our industry





**For more information, contact us or visit
our website to check other services**

www.iss-shipping.com
enquiries@iss-shipping.com

© Inchcape Shipping Services 2022

