Milaha to streamline port efficiencies for the local maritime industry with Vendia

≋ Vendia | MILAHA | QRDI COUNCIL

PILOT RESULTS

60%
Uptick in operational efficiency

>93%
Faster crew insurance issuance

6-day
Reduction in vessel post-departure settlements

Milaha is recognized as one of the largest and most diversified maritime and logistics companies in the Middle East with a focus on providing marine transport and services, as well as supply chain solutions spanning gas and containers, offshore support services, port management and operations, logistics and supply chain services, shipyard, trading agencies, and real estate & financial investments.

Funded by the Qatar Research, Development, and Innovation (QRDI) Council, Milaha is partnering across its local maritime ecosystem to leverage new innovation to streamline operational processes required by vessel owners & operators during port calls.

CHALLENGE

Manually intensive processes surrounding port calls consume stakeholder time

Servicing thousands of vessel calls a year is no simple feat—just ask maritime conglomerate Milaha. Managing crewing activities, transfers, as well as reconciling the thousands of monthly transactions with vessel owners, ship agents, suppliers, and port authorities consume significant administrative time due to the manual nature of most activities especially those related to reconciling all of the transactions between all of the participants.

INDUSTRY
Maritime and logistics

LINE OF BUSINESS
Transport and supply chain

USE CASES
- Crew management
- Insurance processing
- Ship services settlement

KEY CAPABILITIES
- Automated reconciliation
- Low-code/ no-code integrations
- Traceability and data lineage
- Smart contracts

Tedious and time consuming, these laborious operational processes tie up significant administrative resources across maritime industry. But with operational efficiency and working capital the lifeblood of success for maritime businesses, any friction points or delays can ultimately impact operating margins and increase costs for all participants in the maritime ecosystem.

Recognizing the potential benefits that innovation could deliver, Milaha took the opportunity to collaborate with QRDI and the other partners in the State of Qatar to create a solution that could help Qatar better serve vessels while reducing operating friction and costs for everyone in the ecosystem.

Real-time account reconciliation and seamless automation has the potential to help ecosystem partners unlock significant time savings and efficiency gains

As Milaha began evaluating potential vendors that could accommodate Qatar's highly exacting maritime ecosystem, it did so with well-defined criteria in mind:

1. First, a distributed ledger technology foundation was table stakes for equipping all stakeholders in the ecosystem with access to a trusted data-sharing environment.

2. Second, the right solution had to be easy to deploy and maintain without in-depth software development or heavy technical expertise.

3. Lastly, it must deliver an efficient, cost-effective approach for automating large volumes of data across a complex, interdependent network of stakeholders.
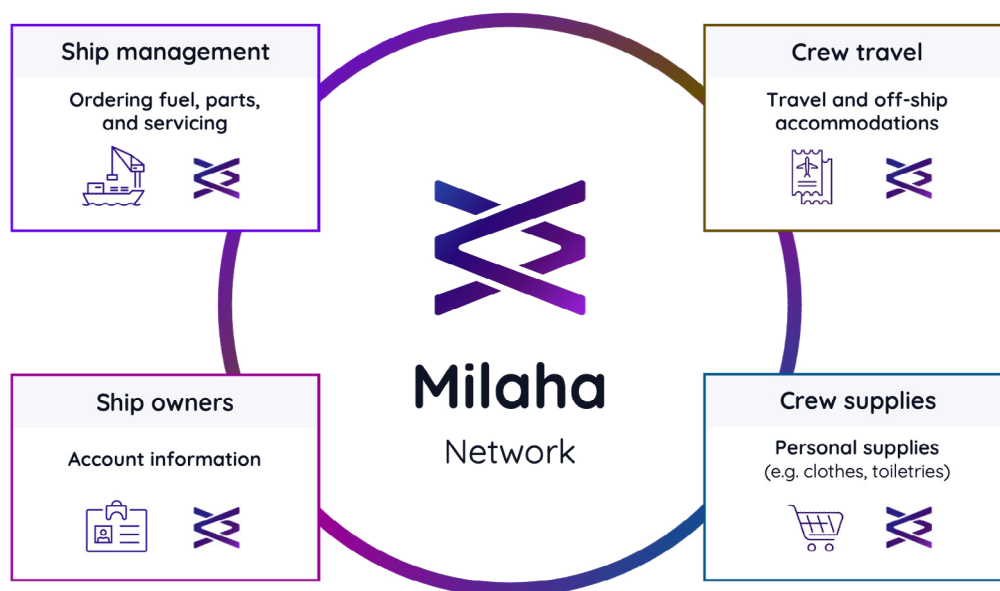
Built on a serverless, distributed ledger technology foundation, the Vendia platform delivered all this—plus more—allowing Milaha to initiate a pilot program of three comprehensive use cases that extended across the maritime ecosystem.

Early pilot results indicate crew travel reconciliation efficiency increases of 60%

When vessels come to port, crew arrangements like processing flights and arranging hotels, and obtaining business visas require ongoing coordination between ship agents, travel services, and government agencies—all of which take place via phone calls, emails, and paper-based documentation.

The lack of real-time visibility into updated arrival and departure plans or schedule changes requires additional verification steps from ship agents as well, since it isn't uncommon for crew members to have changing travel dates at the last minute. It is up to ship agents to personally verify travel dates against travel agencies' invoices and local government records before processing each invoice for payment.

"We anticipate that Vendia's blockchain-powered data automation platform can help us significantly streamline crew travel requests and booking processes from start to finish," said Mohammed Elhafiz, Senior Manager of Solutions and Business Development at Milaha. "By simplifying the travel booking process, expediting manager approvals, and reconciling post-employment transactions automatically in Vendia, our pilot results indicate we can reduce administrative burdens by more than 75 percent - thereby opening the door to achieve greater scalability with our crewing services.

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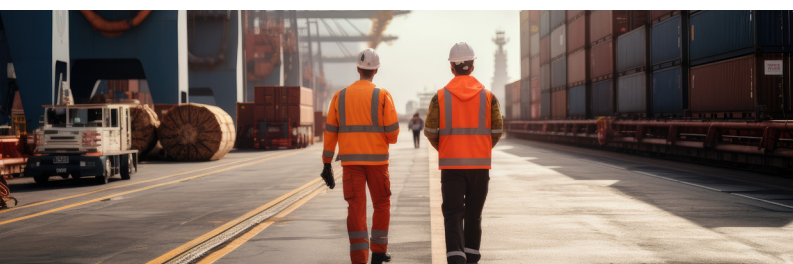>
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Insurance verifications for crew members are forecasted to run >93% faster

Since crew who enter or exit the vessels are also considered new entrants to the country, everyone is required to have the proper visas and seaman insurance in place. Partnering with a leading insurance company in Qatar, Milaha also used its Vendia pilot to test streamlining the insurance verification process for crew members arriving at port.

Similar to coordinating accommodations and travel, verifying insurance for crew members is a time-consuming, complex process involving multiple stakeholders, different channels, and lots of papers and documents.

"We expect that having Vendia running in the background, continuously reconciling all these transactions in real-time, will greatly help our crewing teams regain time to focus on more value-added activities," Elhafiz continued. "We've been able to reduce overall transaction times in our pilot by 93%—down to less than a minute."

related transaction reconciled in real time. "After running our Vendia pilot, we anticipate being able to cut invoice cycles down to just a few days," said Elhafiz, further noting the positive impacts these early results could have on future working capital requirements.

"Vendia makes it incredibly fast and easy to implement and standardize any kind of data across the maritime ecosystem," Hamad Al Hajri, Executive Vice President Milaha Support Services remarked, sharing that the pilot's success continues to spark growing interest among executives for more and more use cases. "As momentum keeps building, people keep asking me, 'What about this use case?' 'What about that one?'"

Post-departure invoicing cycles showed potential to shrink by six days

Another key pilot focus was producing faster invoices for vessels leaving the port. Services and transactions such as port fees, berthing costs, cash-to-master, vessel supplies, husbandry, food and consumables provision, and bunker accommodations span multiple stakeholders like ship owners, ship agents, and port authorities—all of which must be properly accounted for on the post-departure invoice.

Easy-to-use, bidirectional integrations inside the platform made it fast and flexible to sync data between existing e-commerce and enterprise systems, with every vessel-

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About Vendia

Vendia is the future of collective data intelligence, combining smart APIs, databases, and distributed ledger technology inside a single platform. Vendia's data automation cloud makes it easy to share data inside and outside of the organization in real time and with full visibility, governance, and control. Companies such as BMW, Delta Airlines, Resolution Life Insurance, and Fannie Mae use Vendia to automate contextual and compliant data flows between any-to-any systems for a harmonized, accurate view of data that unlocks speed, innovation, and cost savings. Learn more about us at Vendia.com and #UnchainYourData with Vendia.