



Case study

# **Eagle Bulk's Mark Radulovic talks digitalisation**



**Philip Ridgway**  
Marcura



**Marc Radulovic**  
Eagle Bulk Shipping Inc.

## **Mark Radulovic From Eagle Bulk Shipping kindly agreed to chat with Philip Ridgway at DA-Desk**

Eagle has been a customer of DA-Desk and Marcura for many years. They operate a fleet of 57 vessels making 1,560 port calls a year.

[The video of this chat is on Marcura's YouTube Channel](#)

## The decision

**Philip from DA-Desk** – why did Eagle come over to Marcura and DA-Desk?

**Mark** - We have quite a few port calls throughout the year that we would like to use a third-party processor of disbursement accounts and we know that Marcura is a market leader in technology and also in the processing of disbursement accounts.

They also have all the other platforms that come along with the port call process, whether it's Laytime and other statistical analysis that comes from that.

***“So Marcura is a leader on that front and that was one of the main factors for us for coming over to Marcura.”***

**Philip from DA-Desk** – Was part of that decision also to accommodate your future growth as well so it could be scalable?

**Mark** - Oh absolutely we know that Marcura can handle volumes that we hope that over the next years to come when we will be increasing the volume of port calls that we have.

## Making the change

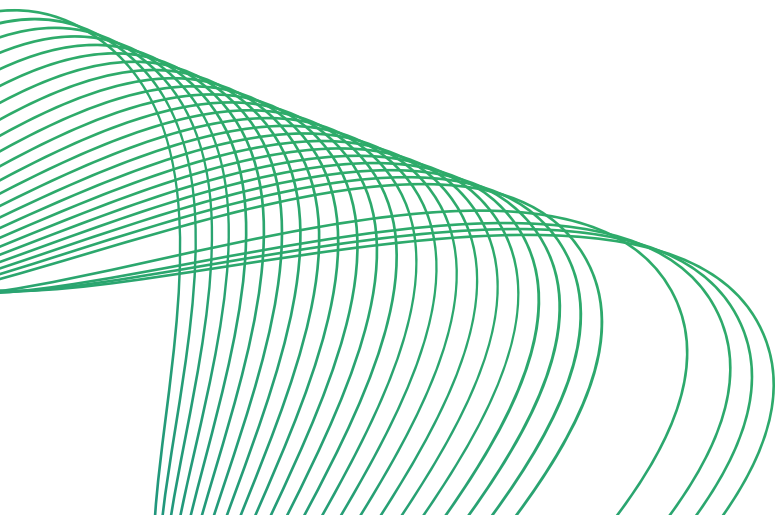
**Philip** - Change management is key to digital transformation so just wondering how you would describe your experience in implementing this change when we onboarded Eagle?

**Mark** – I know from being a user of the platform and being a user of technology in the office that when people hear that there's going to be a change in platforms or a change in services everyone gets a little anxious and worried that it's going to affect their day-to-day and having to learn a platform.

***“But the switch to Marcura was actually quite easy for our users.”***

We were able to train people ahead of time (super users so to speak) and then those super users were able to assist all the other users on the platform to make the change management seamless and quite easy.

Even Eagle's background data, that was all done ahead of time and it was quite easy and went extremely well so it was a pleasure and no real problems so to speak that I can think of.





## On benchmarks

**Philip** - How important is it to have insights and benchmarks into port expenses and time spent in port?

**Mark** - It's imperative, it gives the commercial team and the operations team the ability to look up historical port expenses, look up time spent in port which should be able to help the our commercial team to fix cargos or to fix ships to specific ports.

So it's very important to have that data at your fingertips quick, easy to find and even just something simple as you know finding an agent to you know if you don't have good port information to use the platform for that but you know time spent in port is so important and it's a big part of what we do to minimize and try to save costs when and where possible.

***"I think partnering with a company like Marcura helps Eagle to perform better and to process accounts quicker and leveraging data and resources that they have to put it all together in one platform."***

## On digitalisation in maritime

**Philip** – Is the need for digital solutions in shipping accelerating?

**Mark** – Absolutely. Obviously everyone has seen over the last year that so many people were working from home and the need for connectivity to all the same resources that you have in the office. It's important to have all of that at your fingertips when working from home.

Technology has grown in leaps and bounds over the years but working from home doesn't replace working from the office so it's been a challenging year for everyone. I think companies have learned how to adapt which has been exciting to see.

**Philip** – Have you got any closing remarks?!

**Mark** – Eagle as a company is trying very hard to be at the forefront of new technologies and new processes and different ways to think about things and we're always looking to try to evolve as a company. I think partnering with a company like Marcura helps Eagle to perform better and to process accounts quicker and leveraging data and resources that they have to put it all together in one platform that makes us hopefully what I like to think of as a market leader. And I think hopefully people will see that.

An aerial photograph of a large harbor filled with numerous ships, including cargo vessels and smaller boats. In the background, a range of mountains is visible under a clear sky. The entire image is overlaid with a semi-transparent blue filter.

# DA-Desk<sup>®</sup>

Request your demo –  
visit [www.da-desk.com](http://www.da-desk.com)

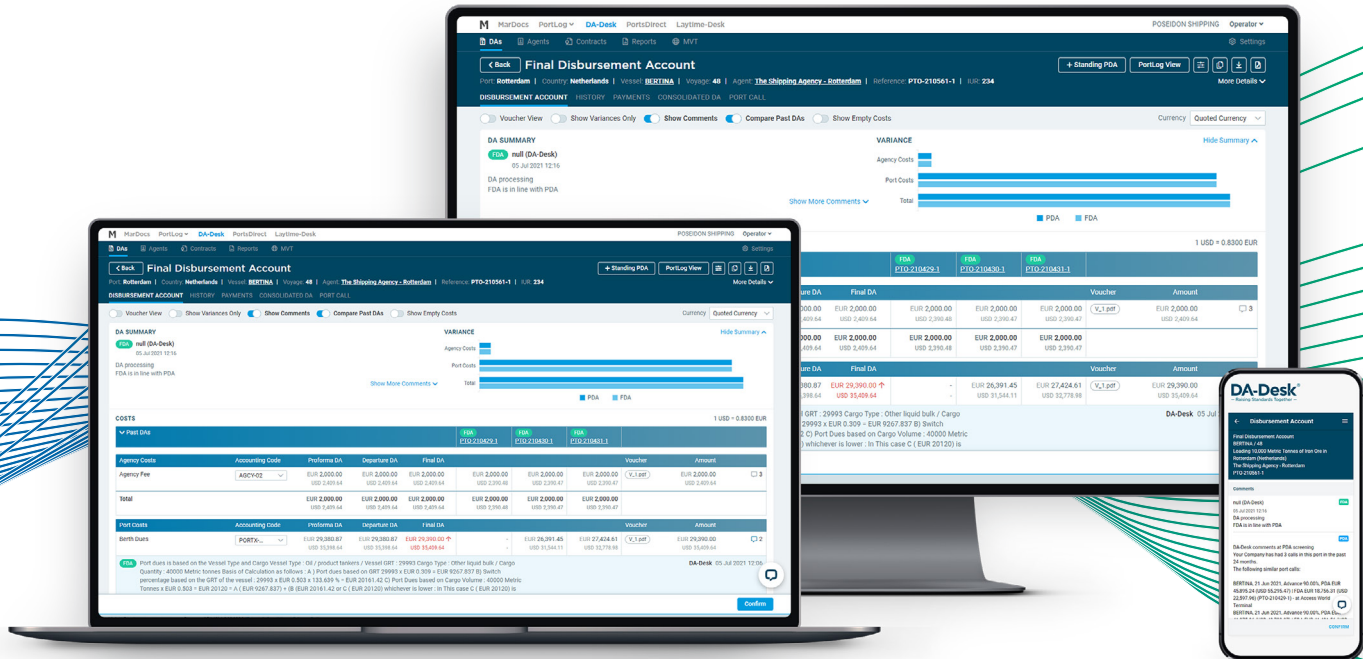




# Disbursement Accounts made easy

Digitise and automate  
Save time and money  
Improve compliance  
Elevate your process

**DA-Desk®**



From agent appointment to voyage closing, from managing payments to maintaining regulatory compliance, we know just how complicated and costly juggling the demands of international port calls can be.

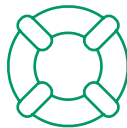
That's why we've spent over 20 years pioneering solutions, harnessing the power of digital shipping to open new possibilities:



**Driving  
efficiencies**



**Saving  
money**



**Mitigating  
risk**

**350+**  
Customers

**200,000**  
Port calls/year

**\$10bn**  
Payments/year

**360**  
Team members

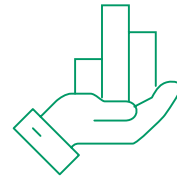
**2001**  
Established

## The four foundations of DA-Desk



### **Risk reduction**

Mitigating exposure to legal, financial, transactional, regulatory and operational risks with due diligence, regulatory compliance, end-to-end transparency and IT security.



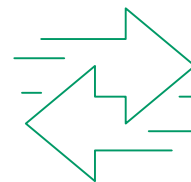
### **Smart operations**

Spend more time making operational decisions by automating and streamlining lengthy manual and repetitive administrative tasks.



### **Reduced costs**

Reduce operational costs with competitive supplier quotes, favourable FX rates, reduced bank charges and screening of all port charges.



### **Integration**

Easily connect and share data in real-time with your VMS and accounting system.