

DA-Desk[®]

Seamless Onboarding and Integration

We've successfully onboarded
hundreds of our Customers,
integrating with over 20 Voyage
Management Systems.

Welcome to DA-Desk.



Discover our unique approach to Onboarding

Marc Radulovic provides insight into Eagle Bulk's journey with Marcura, and the ease of onboarding:

“The switch to Marcura was actually quite easy for all our users. We were able to train super users ahead of time which made the change management seamless and quite easy.”



Click to play film

Seamless VMS integration – 85% of our customers are integrated

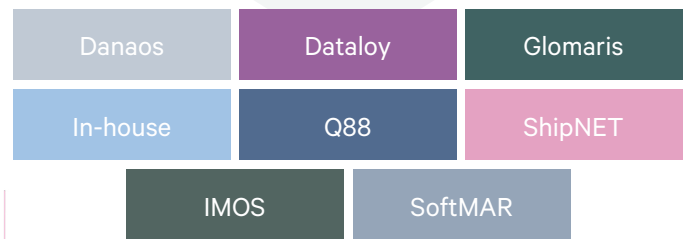
Our platforms integrate through our API to the VMS of your choice, providing an accurate and reliable two-way flow of complete information between them.

VMSs currently integrated with DA-Desk include:

- Danaos
- Dataloy by Dataloy Systems
- Glomaris by E Focus
- IMOS
- In-house customer systems
- Q88VMS by Q88
- ShipNet
- Softmar by ION Group

Seamless data integration

- Evaluation on integration configuration
- Test environment set up: Mapping the key fields needed for integration and testing with the customer's VMS
- End to end integration testing and training and clarification on additional trigger points, if any
- Production environment set up : Mapping the key fields needed for integration, running connection test with the VMS
- Go live and follow up on initial integration experience
- Ongoing integration assistance



27-Day structured onboarding

For all of our new users, our specialised team manages a structured 27-day process – the service level agreement currently defined is for the contract to go live in 27 days!

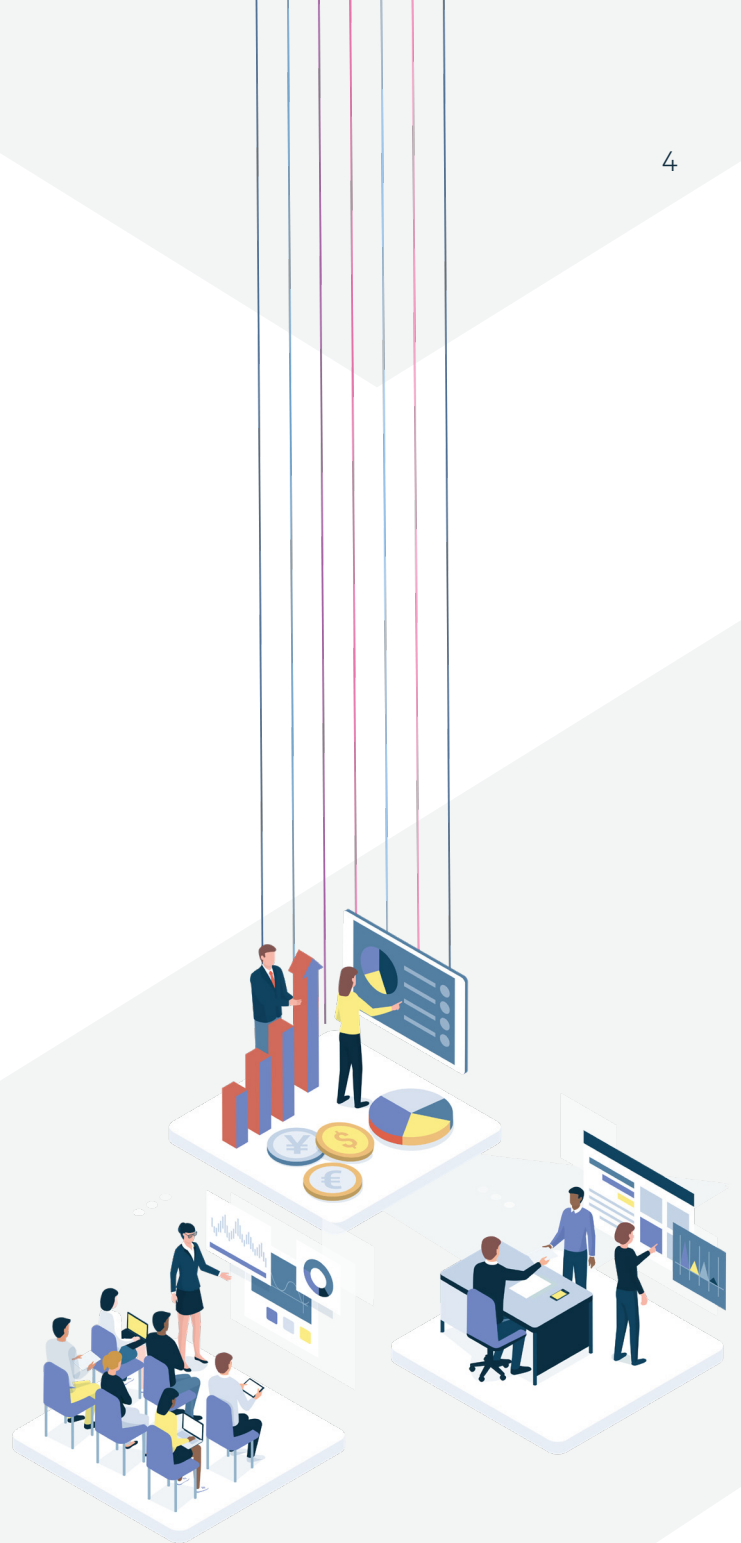
We work with you to set up contracts, agencies, payment accounts, automation flows, training so everything goes smoothly from day one.

Our comprehensive process includes:

- Customer Due Diligence
- Process mapping/information exchange
- Configuration and system set up
- Training
- Hyper care support
- Post Implementation Review

During onboarding and then for the first 4 months / 100 port calls, new customers are handled by our “Hyper Care” team. This proactive strategy ensures seamless processes during/after implementation as well as ironing out hiccups if any.

From the start, you’ll have access to 24/7 customer service, LiveChat, and a dedicated Key Account Manager.



Onboarding





6. Training users

Training can be done in a group or one-on-one. After going live, we provide training as needed, whether for a refresher or a new user.

7. Payment setup – PortPayables

Includes setup of multiple or virtual accounts in PortPayables.

Setup detailed approval and rules

Access & training on dashboards with 24/7 service

Incorporation of your general ledger

Preparation of upload file for automation

Post-client interaction with the customer to obtain feedback



8. Hyper-care support

After approximately four months of operations or 100 port calls, a Post-implementation Review is scheduled, where potential efficiencies gained from process adjustments will be discussed.