

CIRYS Saves Millions & Keeps Operations Running Like Clockwork

In 2015, a major Canadian oil company — one that operates hundreds of flights and houses thousands of workers per month — engaged Gemstone Logistics to deliver an integrated and complete solution for the management of their large-scale charter travel and accommodation logistics.

Having completed the recent purchase of Orissa Software Inc., Gemstone was able to devise an innovative solution, connecting its newly acquired CampWare™— an accommodation management software already used across the oil company’s lodges—directly to its existing proprietary software.

This solution — CIRYS Travel & Rooms Management — deployed secure, de-centralized flight and room reservation capabilities, real-time management reporting and intelligent, customizable business rules, offering full-circle capabilities to save the client significant time and money.

Project Goals

- Eliminate room wastage within its lodges
- Hold contractors accountable for use of the oil company’s assets
- Reduce reliance on third party accommodation sites
- Give senior leadership actionable insight
- Improve human resource efficiencies

Results

CIRYS’ synchronized platform and flexible functionality proved to be a significant asset — one that:

- **Increased asset efficiency:** By mandating the booking of flights with matching lodge check-in/check-out dates, CIRYS formed a reciprocal relationship between flight dates and lodge stays for the first time. The results were unprecedented. 70% of flights are now booked with corresponding rooms (up from 0%). Considering that a 1% reduction

in unoccupied rooms for an oil company of this size translates to \$7 million in annual savings, this level of asset efficiency translates to considerable savings.

- **Enforced accountability:** Timely reporting of late cancellations and ‘no-show’ passengers created an opportunity for the client to seek over \$6 million (annually) in compensation directly from contractors. Because of this threat, instances of “no-shows” for flights and lodge stays have been reduced by 40%.
- **Reduced costs:** CIRYS business rules require confirmed lodge reservations before flights are booked. The end-result? Significant cost avoidance and reliance on third party accommodations, which had previously been required for travellers who arrived at full lodges without reservations.

- **Enhanced insight:** CIRYS provides senior leadership with immediate access to reports via a single interface. This eliminates time spent waiting for airline reports on passenger movement or lodge reports on room availability. Further, it provides full oversight of the whole travel and accommodation process, while also recording a point-of-reference for airline and camp operator billings.
- **Increased human resource efficiency:** CIRYS converts complex, multi-step bookings on disparate systems into one intuitive process. For this client, that allowed their travel coordinator to make 809 flight reservations in a single day —an estimated increase in productivity of at least 50%. Even more, the decentralization of bookings allowed the camp operator to disband its dedicated reservations team, providing further cost efficiencies to the oil company.

Additional Benefits

- **Forecasting:** The lodge operator uses CIRYS to forecast peak front desk activity, allowing full visibility of intra-day staffing needs.
- **Streamlined operations:** CIRYS facilitated the introduction of new cost saving business producers, such as automatic check-out, which expedites room turnover and penalizes contractors for any over-stays.
- **Software integration:** CIRYS was customized to connect to the oil company's ERP/Onboarding system, increasing efficiency of the oil company's personnel onboarding process.
- **Visibility:** The oil company's finance team was able to close month-end quickly and easily with instant access to historic reporting.

Conclusion

CIRYS Travel & Rooms Management not only met the client's large-scale needs, it helped the company work smarter and faster, saving significant resources and man-hours — not to mention millions of dollars.

