

EXMAR

Digitizing crewing at Exmar

Optimizing OPEX and productivity on every crew change





Who we are

About Exmar Group

EXMAR is a provider of floating solutions for the operation, transportation and transformation of gas.

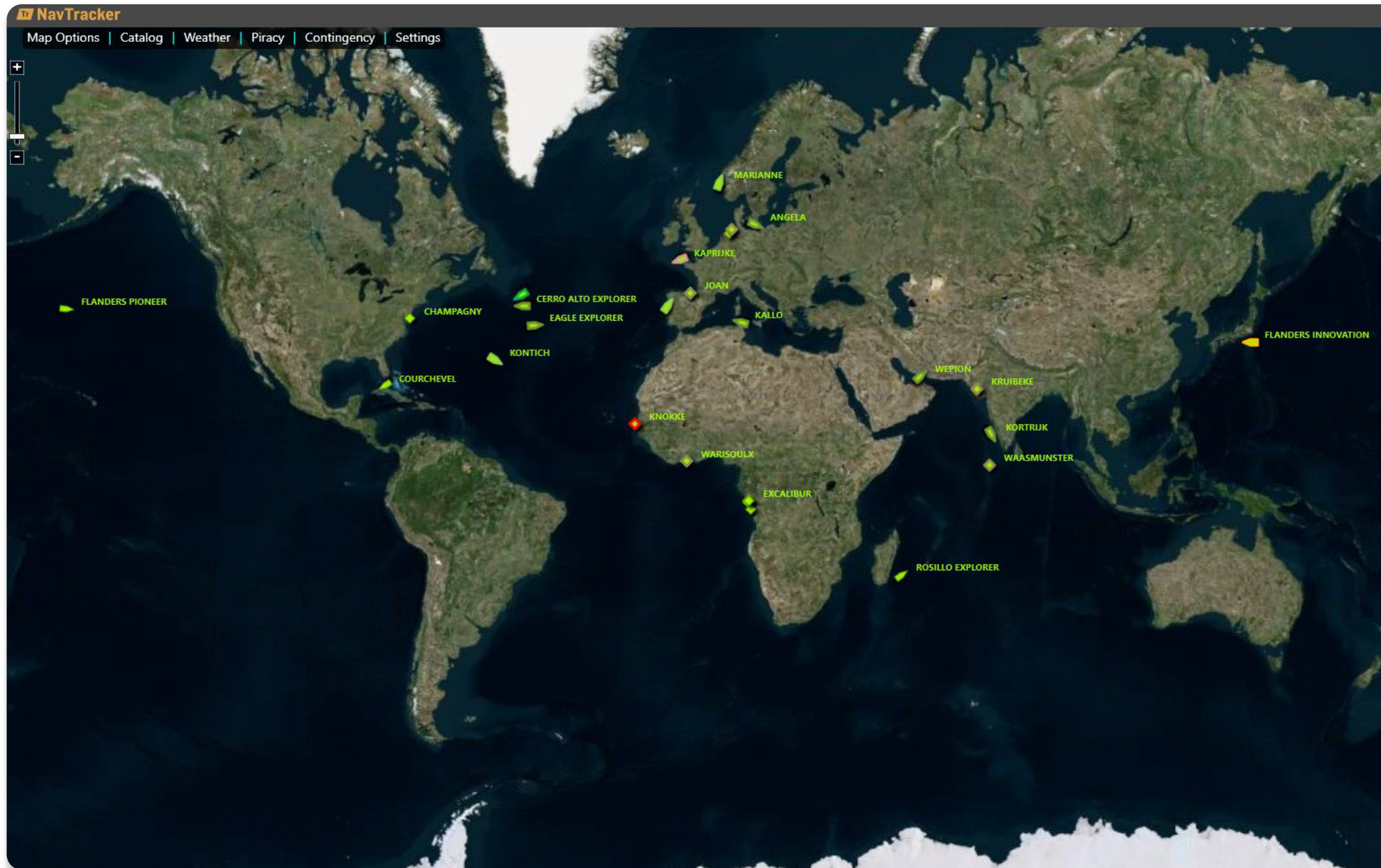
EXMAR's mission is to serve customers with innovations in the field of offshore extraction, transformation, production, storage and transportation by sea of liquefied natural gases, petrochemical gases and liquid hydrocarbons.



EXMAR Global



EXMAR Fleet



- Specializes in floating solutions for gas transportation, operation, and transformation
- Managing a fleet of 40+ gas carriers and floating terminals
- World's largest independent ammonia transporter.

Recently, partnered with Tilla Technologies to revolutionize crew change operations—an area essential for cost control, efficiency, and crew welfare.



A travel situation...



Crewing operations worldwide are an OPEX driver and inefficient

Process today...



General purpose tools create inefficiencies
Hours spent on stakeholder coordination and admin tasks

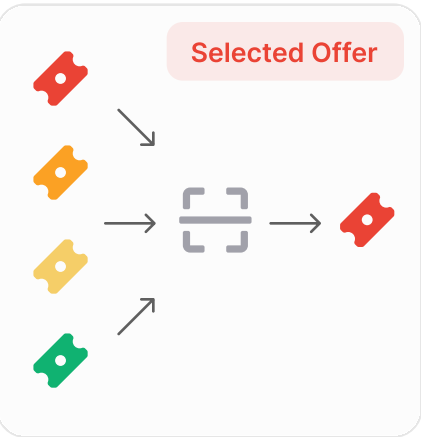
Productivity effect

drives inefficiencies, keeps our OPEX high and...



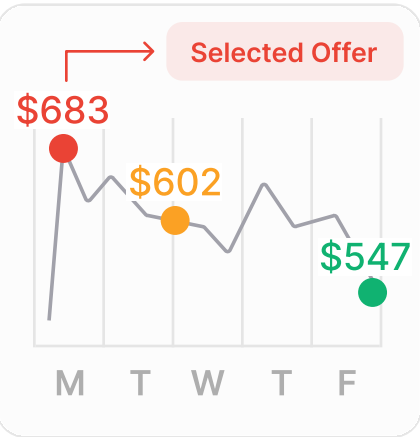
Manual workflow limits planning
Hard to optimize in real-time

Cost effect



Limited costs control with intermediaries
Travel agencies control costs with limited visibility

Cost effect



Lack of access to continuous optimization
OPEX remains high

Cost effect

limits improvements.



Optimization insights are trapped in emails
Prevents strategic optimization

Cost effect

Exmar Challenges & Opportunities

EXMAR's crew change process faced three core issues:

Fragmented, manual workflows

Coordinators relied on emails, calls, and spreadsheets, making the process slow, inconsistent, and difficult to scale—especially during weekends or urgent changes.

Lack of data-driven decision support

Decisions were made based on experience, without tools to systematically compare travel options or optimize for time and cost.

Limited cost visibility

Without real-time flight benchmarking or travel data, EXMAR missed opportunities to reduce OPEX and improve planning.

These challenges consumed valuable team capacity and limited opportunities for efficiency gains, cost control, and service improvement.



Our Solution: One Platform for Data-Driven, Optimized Crew Changes

We replaced fragmented tools with a single platform that digitized and streamlined EXMAR's crew change workflow:

Centralized control

Coordinators could book, rebook, or cancel flights directly, eliminating delays from third-party responses.

Automated cost savings

Tilla tracked fare changes in real time, rebooked cheaper flights when possible, benchmarked travel providers, and reduced service fees through self-service booking.

Full visibility for all stakeholders

From crewing officers to leadership, everyone had consistent, real-time travel data—improving decisions and operational control.

Optimizing every step compared to the status quo

Example crew change:

8 seafarers, 2 nationalities 🇵🇪 🇵🇱

Routes

6× MNL - BRU 2× GDN - BRU

3 expected changes

1296 options



Status Quo Workflow

Selects Le Havre
\$8,000

4 possible ports en route

Port
Le Havre
Antwerp
Rotterdam
Hamburg

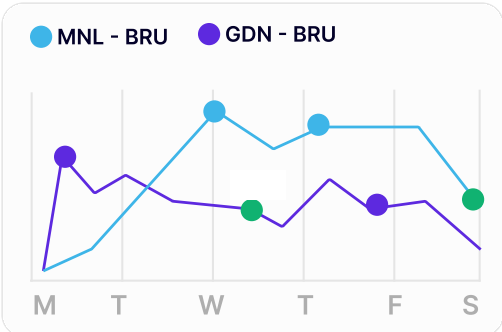
Only Agency 1 contacted

Agreements with 3 travel agents

	MNL - BRU	GDN - BRU
Agency 1	\$547	\$343
Agency 2	\$538	\$335
Agency 3	\$559	\$330

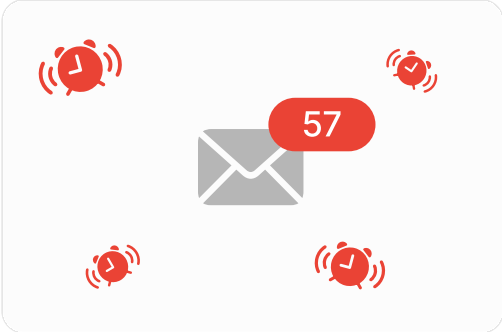
No optimization

Dynamic airfares



57 emails, 10 hrs
Data locked in emails

Vessel schedule is changing 3x



\$8,000
No insights
Time wasted



Selects Antwerp
+10% Higher flight costs
-36% Cheaper on ground logistics
-\$1,240

Dynamic Tendering
-\$80

Continuous optimization
-6% (MNL - BRU) Total savings: \$248
-4% (GDN - BRU) Total savings: \$52
-\$300

18 emails, 7 hrs
49 data points captured

\$1,620 saved
New insights
3 hrs saved

Results & Rollout

up to

16.7%

Cost savings per flight

Tilla unlocked 8.2% in direct savings and up to 16.7% with added optimization levers, projected to cut annual OPEX by six figures.

+5200

Hours saved per year

Fleet Personnel Officers saved 5.8 hours per crew change. In-house travel team saved 3.3 hours per crew change.

Looking Ahead:

From Pilot to Rollout in Just Two Weeks The pilot’s success confirmed a strong business case for full adoption. With six-figure cost savings, thousands of hours gained, and positive feedback from operations teams, EXMAR completed a full rollout of Tilla across all 40 vessels by May 2025—in just two weeks.



Stronger team experience

“Tilla has completely changed the way we manage crew changes. We’re saving time and money, and our officers finally have the tools and visibility they need to act fast and with confidence.”

— Dmitry, Head of Crewing

Not AI everywhere - AI that works

AI in our Crewing operations with Tilla

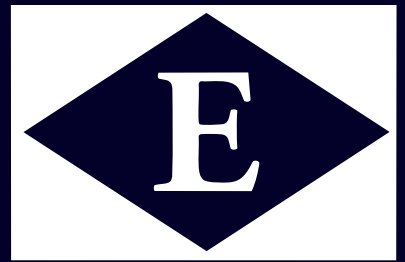
- Smartly leveraged where it boosts value for Exmar
- Focused on productivity and OPEX optimizations

Examples of AI leverage today

	Flight Last Ticketing Date Management	Tilla's platform leverages AI to notify our crewing teams of the accurate last ticketing date for flight reservations
	Invoice Reconciliation	Tilla's platform leverages AI to help reconcile the volume of invoices, improving productivity and limiting errors

Exciting ideas with AI in the future

	Crewing co-pilot	Helping our crewing teams with coordination overhead and recommending ideal next actions
	Smart optimizations	Improved flight recommendations that optimizes costs, seafarer wellbeing, and safe vessel operations



EXMAR

Thank you for your attention

We value your energy

