

Customer Story

Not your 9-5

Quick and safe crew rotations,
amplified during COVID-19



Industry: Oil and gas



Location: Scotland, UK



Client Established: 2017

"Lyndsey, Gary and the team have a fantastic knowledge on the industry which is of huge assistance and has shone through with some very complex requirements during the international lockdown. They provide an unrivalled service in a very timely manner."

Neill Hogg, Head of Operations
@ AGR

Background

- Challenging, multiple travel arrangements for different nationalities.
- Tight turnaround to get crew on vessels, rigs and drills.

Situation

- Travel continued during COVID-19 but amid more restrictions and less flight and hotel availability.
- Needed to maintain SLAs with fewer staff.

Solution

- Lyndsey Gilmour and her team constantly communicated border, entry, airline and hotel information.
- Preferential rate for Heathrow's Sheraton Skyline Hotel. Team worked to lose as little money as possible.

Success

- High service standards maintained including 24/7 out of hours service.
- Regular communication to keep on top of ever-changing rules and travel amendments.

We can drive similar results for your business.
Schedule a meeting today.

