



# Kotug assesses captains' skills with Sogeti Power App

## About Kotug

Kotug International is a leading towage services provider, with a fleet of 50+ tugs active across the globe. The company is headquartered in the Netherlands and was founded in 1911 by Antonie Kooren. It has since grown from a Rotterdam family business into a global towing specialist, extending beyond towing seagoing vessels within the port or terminal to include other towing activities. For example, Kotug has an extensive track record in offshore towage support, towing floating offshore facilities, as well as escorting ships in environmental protection areas, and helping to combat oil pollution at sea.

## Challenge

Operating a tugboat demands precision. Any minor error in maneuvering can have major consequences for the vessel or object being towed. Therefore, tugboat captains are extensively trained and regularly reassessed according to strict European rules and each company's own business standards. Once a captain has met the strict skill requirements, that person can be authorized to operate a tugboat.

Kotug's approach to assess and train its captains needed an overhaul. The trainers recorded how captains performed against various criteria, using Excel spreadsheets. For example, how do they communicate with the pilot? How well do they negotiate turns and achieve the required turning speed in time? All responses noting a captain's skills in these areas were recorded in a giant Excel sheet. The challenge was clear – could Kotug simplify and improve this manual and time-consuming process using an app?

## Overview

**Customer:** Kotug

**Industry:** Towage and maritime

**Location:** The Netherlands



"Sogeti has really empathized with what we do and what we want. This allowed them to build the app from our experience and proactively adapt it with an eye for our business."

Daan Merkelbach – Manager Training and Consultancy Kotug

## Solution

Kotug chose Sogeti as its technology services company to help it build and review its new app. The process started with a three-day session to determine the project scope based on what Kotug wanted and how best Sogeti could meet this objective. Sogeti began building a Power App on the Microsoft Power Platform, working closely with developers from Kotug, who immediately received 'on the-job' training.

**Custom Power App as a solution** The Power App was set up to simplify and standardize the assessment process. In doing so, the assessment criteria were reduced to as possible into closed questions with only 'yes' or 'no' answers. As a result, each tug master can now be judged on the same criteria, making the assessment far more objective. If there are special conditions to be considered, such as strong winds, currents, poor visibility or seasickness, the trainer can mention these in additional input fields. And because all performance is recorded in detail, a well-founded assessment interview can then be conducted. Trainers and managers can later view and print reports in the Power BI Dashboard.

*"It has been interesting to see, that together with Kotug, we can tailor a relatively simple Power App in detail to perform a very specific tasks."*

Ton van Veen – Business Development Manager Cloud Solutions Sogeti

## Result

At a glance, Kotug now has clarity on how their captains perform against certain criteria, what their progress is and in which areas have they not been sufficiently trained. The dashboard now provides details on various skill scores clearly indicating skills that a captain has mastered and the ones yet to be mastered. In addition, managers and trainers can decide when they want to receive the automatic reports.

**Power App enablement** Kotug can now built additional functionalities within the Power App themselves. For example, they are currently adding a management review, for which a list of criteria is first drawn up. Kotug then relies on weighting factors for each criterion. While this is specific for a management review, such an app is also suitable for objective and substantiated assessment of any function. For example, in the future, Kotug aims to use a variant of the Power App as an HR tool. With this app, the training progress of new office staff can be closely monitored and reported until the trainee has the competencies as defined in the job description. The app can then be used for competency assurance, making it easy to measure and report whether employees still meet all the requirements or need additional training.

## Find out more

Interested in learning more about developing your own Microsoft Power Apps? Check out Sogeti's Power Platform services [website](#) or [contact us](#).

## About Sogeti

Part of the Capgemini Group, Sogeti operates in more than 100 locations globally. Working closely with clients and partners to take full advantage of the opportunities of technology, Sogeti combines agility and speed of implementation to tailor innovative future-focused solutions in Digital Assurance and Testing, Cloud and Cybersecurity, all fueled by AI and automation. With its hands-on 'value in the making' approach and passion for technology, Sogeti helps organizations implement their digital journeys at speed.

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion. Get the Future You Want.

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