



## Royal Fleet Auxiliary Case Study

### Effective Forecasting, Resourcing, Costing and Understanding of Deployment, Tracking and Crew use with the Industry-Leading Force Optimisation Solution

#### The Benefits

Implementing Dynama Solutions provided the Royal Fleet Auxiliary (RFA) with a number of key operational benefits, including:

- Real-time visibility and accuracy of crew competencies - enabling the RFA to appoint the correct person to the correct post/billets linked to training requirements; thus increasing operational efficiency
- More effective strategic planning of crew requirements; helping individuals to plan their own lives with greater certainty, resulting in improved morale
- A clearer view of the training needs of each and every seafarer; meaning the RFA can proactively enable seafarers to manage, plan and advance their careers
- MOD Approved Cash Accounting functionality; ensuring each vessel follows government financial policy and submits monthly electronic and hard copy auditable accounts
- Eliminating paper-based and manual processes; reducing administrative burdens, optimising internal resources, leading to a more rewarding working day for Dynama Solutions users
- Improved management reporting; helping to drive the RFA's strategic decisions.

#### The Challenge

The UK's Royal Fleet Auxiliary is an integral part of the Royal Navy. With a current fleet of 16 ships, the RFA is tasked to supply fuel, equipment, ammunition and rations to Royal Navy warships; thus enabling maintenance of their capability during deployment. The RFA also provides aviation support for the Royal Navy, together with amphibious support and secure sea transport for Royal Marine and Army units and their equipment. The RFA fleet includes tankers, stores ships, landing ships, a forward repair ship, and an Aviation Support ship which includes a casualty reception facility. Over time the RFA has developed into a complex multi-purpose flotilla, currently employing approximately 2,300 civilian officers and ratings. It is now one of the largest employers in the British shipping industry. Personnel follow the traditional training paths of their Merchant Navy counterparts.

This includes obtaining professional qualifications but with a substantial overlay of Naval training to develop the necessary skills for an operational environment. Many RFA ships also carry naval or military personnel for specific tasks, such as counter piracy or helicopter operations.



“The versatility of Dynama Solutions allows me to tailor the system to suit the needs of the organisation. This reduces support costs and allows requests for change from the users to be implemented expeditiously”.

**Chief Officer Andy Cooke**  
RFA - Dynama Project Manager



## The Solution

Fleet management requires the effective planning, deployment, tracking and utilisation of crews. The implementation of a common solution, both ashore and afloat, has ensured consistency in the management of personnel; providing accurate, real-time information. As a Business Critical Application, Dynamia Solutions provides the RFA with an industry leading workforce optimisation solution.

## The Outcome

The RFA has been using Dynamia Solutions since 1998 to meet their workforce optimisation challenges. The application supports many areas of human resource management, both ashore and afloat, including the appointing of RFA seafarers to the correct billets. Ashore, Dynamia Solutions is installed in two sites at Portsmouth, and is used for the management of crew manning and resources, identifying personnel to be trained, and managing courses and attendance. Afloat, Dynamia Solutions is replicated to a total of 16 RFA vessels, where the on board personnel administration is maintained without having to duplicate data input. Dynamia Solutions is used to ensure that the vessels' databases are fully replicated to the hub at HQ, and that all locations are working with the most recent data - particularly regarding leavers and new joiners.

Managing personnel and financial data whilst at sea, Dynamia Solutions controls on board HR, watch and station management, immigration and vaccination data, and operational capability, including competence shortfalls. It is also responsible for MOD Cash Accounting, including crew accounts and the generation of reports of individual expenditure. This ensures the correct deductions are made from payroll. At a strategic level, Dynamia Solutions is being used to predict trends and future requirements for the RFA. This greatly improved visibility enables the RFA to adjust policies and recruitment; ensuring that it will have sufficient crew, with the suitable skills, to man the fleet of the future.

## Staff Testimonial

One of the key success factors for the RFA is that the implementation of Dynamia Solutions is not just seen as a 'systems implementation'. With the support of Dynamia's dedicated project team, the RFA is responsible for managing the alignment of the Dynamia Solutions application, with their future business processes.

RFA staff have commented that the adoption of Dynamia Solutions has:

- Significantly improved the appointing process
- Enhanced operational efficiency
- Reduced training costs
- Contributed to the improvement of crew morale.

## Key Performance Indicators

A major element of Dynamia Solutions is the KPI tool that provides commanders and staff at all levels with an accurate, auditable and aggregated view of critical business processes in the present, past and future. This significantly improves understanding and enables accelerated business decisions based on the best possible information.

## The Future

The long-term relationship between the RFA and Dynamia means that both organisations understand each other's strengths and working practices. Enhancements to Dynamia Solutions, easily achieved through its inherent flexibility and structure, can now be identified and implemented efficiently. As part of a process review conducted by Dynamia, the RFA has identified additional requirements to improve the optimisation of its workforce. Through reduced workload and less manual paper work, and with the automation of key RFA processes, the RFA human resources personnel will be able to spend more time on the career management of seafarers. This process review resulted in an upgrade to the latest version of Dynamia Solutions.

## For more information

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“Dynamia Solutions training functionality allows our organisation to follow strict training requirements, from application, through to passing the course and allocating the competence. The convoluted training needs of the RFA could not be met without the tools that Dynamia Solutions offers.”

**Chief Officer Richard Price**  
SO1 Personnel RFA

“Dynamia Solutions has evolved from an appointing tool to a business critical application. It allows me to have one single view of crew resources in order to keep track of existing and future problems that may arise with crew management. My team is able to fill ship billets with the right person at the right time, providing real-time, accurate on board information. The auditability and statistics provided ensures that I am in touch with the state of the personnel department at all times.”

**Captain Robert Allan**  
DACOS Personnel RFA

