

# Case Study – Set up and running Terminal Operational Insights Desk

Set up and running of terminal operational insights desk for a Freeport Port in the Bahamas

## Client Challenges

- Terminal operations suffered from lower equipment & labour productivity levels and unscheduled equipment outages
- Operation heavily relied on key individuals to deliver improved performance levels
- Existing MI / report production on older version of N4, ICAM & Kronos is manual, delayed and did not accurately reflect operational realities
- Increased vessel delays and lack of timely operational visibility affected shipping line confidence on the terminal

## Key Deliverables

- Set up resilient, available TerminalSense Performance management Platform
- LiveSense:** Delivered real-time monitoring & alerting of Marine, Vessel, Gate, Yard with predictive analysis
- OpsSense:** Delivered end-to-end analysis on Vessel, Gate and Yard operations
- engSense:** Delivered analysis & reporting of equipment fleet and maintenance operations
- laborSense:** Delivered analysis on labour skill & availability, hrs worked/paid and shift & vessel costing
- Defined & Set up insights Desk team & automated report production to stakeholders

## Key Achievements

- Configured 4 systems in 5 months automating end-to-end report production delivering single source of truth across ops, engg. & labour
- Empowered over 65 users to align operations, engg & labour resources using real-time insights; the operation team generated 15 new improvement solutions in the first 2 months for implementation
- Lowered laden distance, re-handlers during vessel operations and enabled productivity gain from 18 to 24 MPH within the first 2 months
- Timely operational visibility increased shipping line confidence improving 25% volume growth in the first six months and new services being created

