

and paperwork. Tideworks will provide complete systems integration services, ensuring its solutions interface with local customs authority, as well as mobile computing devices and vehicle mounted displays. Additionally, Tideworks' TOS will interface with SSIT's accounting system and comply with existing steamship line customers' electronic data interchange (EDI) standards. SSIT is designed for an annual capacity of 1.2 million TEU and will play a critical role in shifting container volume from the existing ports in Ho Chi Minh City to less congested, deep water container terminals. In March the company announced the availability of Intermodal Pro, a comprehensive terminal operating system (TOS) for intermodal terminals. The system includes highly intuitive graphical tools and flexible user-driven reporting that eliminates the guesswork from intermodal terminal operations, enables more efficient loading and unloading of trains, and boosts productivity while reducing operational costs. The system's flexible, user-driven reporting tools, as well as a centralised network topology allow intermodal terminal operators to centralise planning, equipment tracking and gate operations from multiple terminals. In addition, a sophisticated electronic data interchange (EDI) engine and translator allow terminals to easily trade booking and billing data, making it easy to exchange sensitive information with customers, partners and back-office systems. Intermodal Pro will be deployed at CSX Intermodal's operations at Evansville Western Railway's new Northwest Ohio Terminal (NWOH), which is targeted to open in early 2011. At the beginning of this year, Tideworks announced the successful implementation of Digital Bridge at two of Florida's largest terminals – Ports America Tampa and Port Everglades Terminal (PET). Digital Bridge is a Web-based monitoring system that provides terminal operators with complete visibility into real-time terminal performance and facilitates operational and customer service improvements. Digital Bridge enables terminal management to analyse data using dynamic gate, yard, vessel and rail metrics, so they can make informed business decisions. Ports America Tampa and PET are utilising Digital Bridge to enhance terminal processes and customer service by providing easy-to-use performance monitoring tools.

Total SoftBank

Total Soft Bank Ltd (TSB), South Korea has been working hard to improve their CATOS software and put a bigger emphasis on the

web-based modules, specifically the operational management, EDI and statistics modules can be provided to users via web applications. Last November, Total Soft Bank Ltd (TSB), South Korea, announced that Port of Gothenburg has gone live with their CATOS software product. In 2008, Gothenburg signed the contract with TSB to replace its in-house terminal operation system with CATOS. The software was installed with advanced functions such as real time grounding and dispatching and equipment pooling. Its web application interface will be of benefit to the users providing the fast and accurate work process and intelligent decision making throughout terminal operations and management. After a week of

the system roll-out, Gothenburg hit 137 moves per hour at peak times. In addition to the terminal operation system, Gothenburg chose TSB's solutions including the web-based rail & truck pre-notification system and CFS operation system. Recently, Gothenburg incorporated their VTMS (Vessel Traffic Management System) through PLUS (Port Logistics Unifying System), which is a comprehensive web-based port community system of TSB. CMA CGM, the French shipping line, also signed a contract with TSB for their Lattakia International Container Terminal operations in Syria. In 2008, LICT handled a total of 570,000 TEU and CMA CGM is planning to increase this to an annual container throughput of 1 million TEU. ■

Can a Workforce Management System complement a TOS?

A Terminal Operating System (TOS) is typically implemented by a terminal operator to enable the smooth and efficient planning of the operation from gate to yard to vessel. An additional means of aiding terminal efficiency and cost reduction, and potentially achieving a competitive advantage is to complement the TOS with a workforce rostering and management solution. This type of system can effectively eliminate the guesswork from planning of 'the workforce' whilst maximising efficiency throughout the entire operation.

How are savings achieved?

By considering the human factor – 'the workforce' - which is typically the greatest cost in a terminal (40%-60%), a terminal operator is able to achieve significant savings. For instance, a workforce management system can provide flexibility of the actual workforce where trying to work out staffing levels on any given day and avoiding the under utilisation of equipment are major challenges. These are commonly faced and exacerbated by vessel delays, bad weather and schedule alterations, which can result in unexpected overtime and the deployment of extra staff to deal with the fluctuating workload. Such complexities almost demand a planning tool that can react immediately to changes, allowing better work planning in keeping with workforce rules and regulations. Furthermore, through workforce management systems, terminal operators are able to utilise a system that can empower them to view and understand their staffing needs and workload. They can then plan their staff appropriately to complement/utilise the outputs of a TOS, thereby driving further efficiencies. Therefore, workforce management systems are extremely important for management in terms of gaining visibility and making informed decisions. One such Workforce Management solution is offered by UK company Rostima. The company is a global leader in the development and implementation of intelligent Enterprise Workforce Planning and Management Software systems for complex workforce environments, employing experts with a varied background in labour management and optimisation from the maritime, aviation and logistics sectors. It is Rostima's mission to create competitive advantage for all its clients by delivering to their businesses solutions which enable the effective planning of staff. Rostima's solutions have been providing benefits to customers employing multi-skilled workforces in 24x7 working environments around the world for many years. In fact, Rostima has been working closely with a number of major terminal operators with a view to providing an Enterprise Workforce Management (EWM) solution that is designed specifically for the unique requirements of the stevedoring industry across the US, Europe, Middle East, Africa and Asian Pacific regions. The objective is to enable customers to deliver leaner and more efficient terminal operations. Typically, the implementation of the Rostima solution can result in direct labour cost savings of between 5 and 10%. The Rostima solution can effectively interface into the TOS and other integration points within the terminal's IT infrastructure. This can lead to greater productivity and efficiencies, particularly with the planning of the workforce to appropriately complement the outputs of the TOS. ■