

Integrating silo's: recipe for customer service and efficiency

Nico Berx, Saab

**Load
Discharge**

**Storage
Transformation
CFS
CRS
Adding Value
Warehousing
...**

**Receipt
Delivery**



Tugs

Pilots

Infrastructure

...

Port authority

Operators

Terminal

Terminal

Terminal

Terminal

Logistics

Logistics

Industry

Industry

...

Lines

Agents

Truck Cys

Customs

Port authority: berths, pilots, tugs, assets

EDI,
Communi
cation

Terminal

- Admin
- Berth
- Yard
- Equipment
- Vessel
- Gates

Terminal

- Admin
- Berth
- Yard
- Equipment
- Vessel
- Gates

Terminal

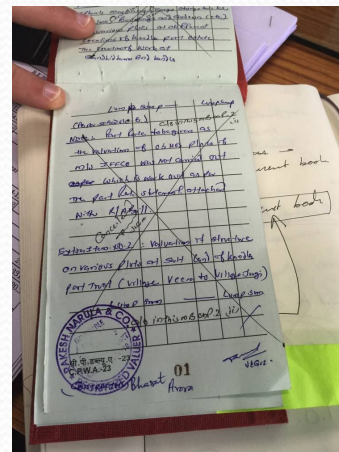
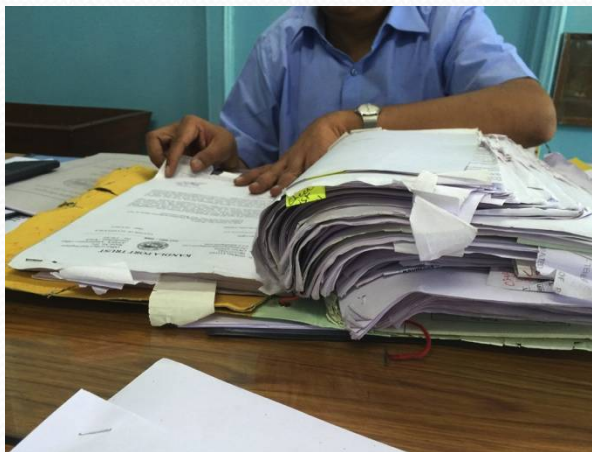
- Admin
- Berth
- Yard
- Equipment
- Vessel
- Gates

Invoicing

Reporting

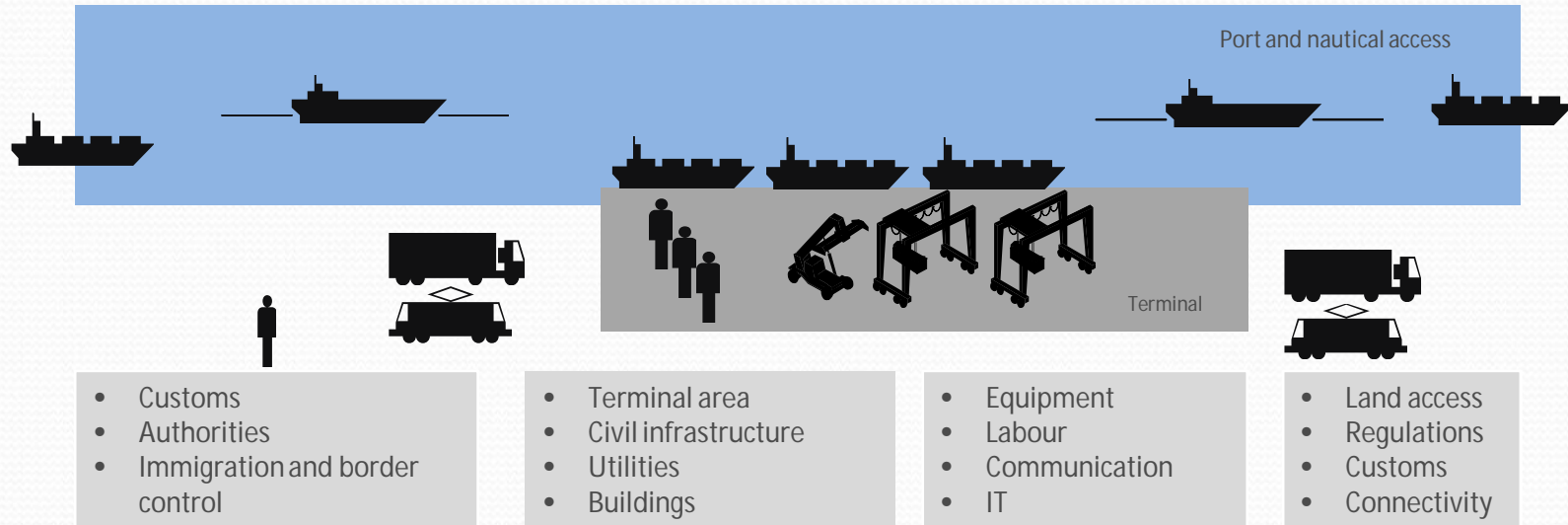


How do I turn Information Chaos into Information Opportunity?



Port and terminal services

- Nautical access
- Nautical infrastructure
- Pilotage
- Port Regulations
- Traffic Management, VT(M)S
- Channel maintenance, dredging
- Safety & Security management
- Health, safety and environment
- Mooring Services
- Surveying
- Tugboat services
- Property Management
- Master planning, promotion
- Communication



```
graph LR; Yard[Yard] --> Interchange[Interchange]; Interchange --> Gate[Gate]; Gate --> Vessel[Vessel Train Truck Barge]; Vessel --> Gate; Gate --> Interchange; Interchange --> Yard;
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Yard

Interchange

Gate

Vessel
Train
Truck
Barge



Knowledge is power.

Knowledge shared is
power multiplied.

Robert Noyce (American Head of State and businessman)



Information quality

$Q = f(\text{organisation, Processes, Technology, Culture})$

Gartner, Ted Friedman

Information (A^2 (= available and accurate))

+
+

COMMUNICATION

THROUGHPUT +

SERVICE


QUALITY



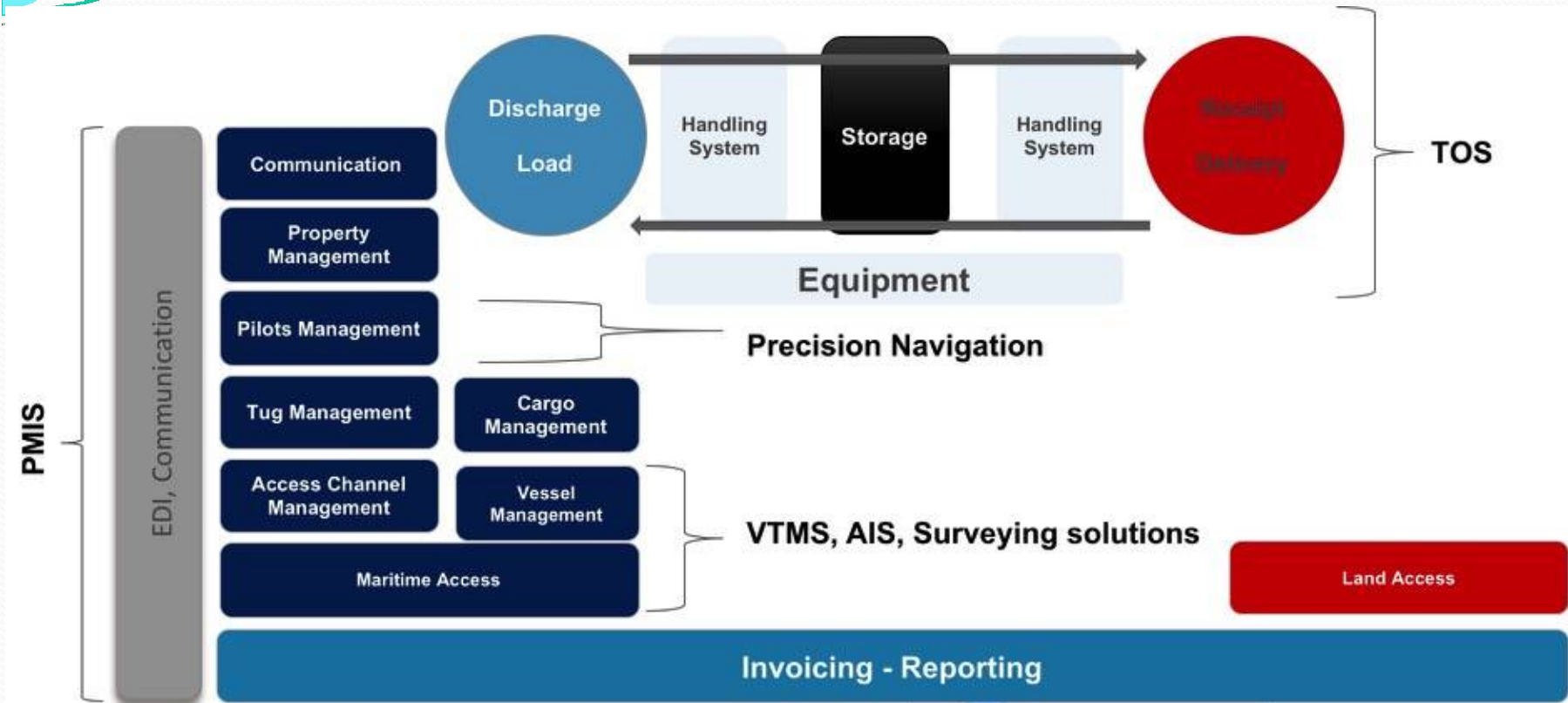
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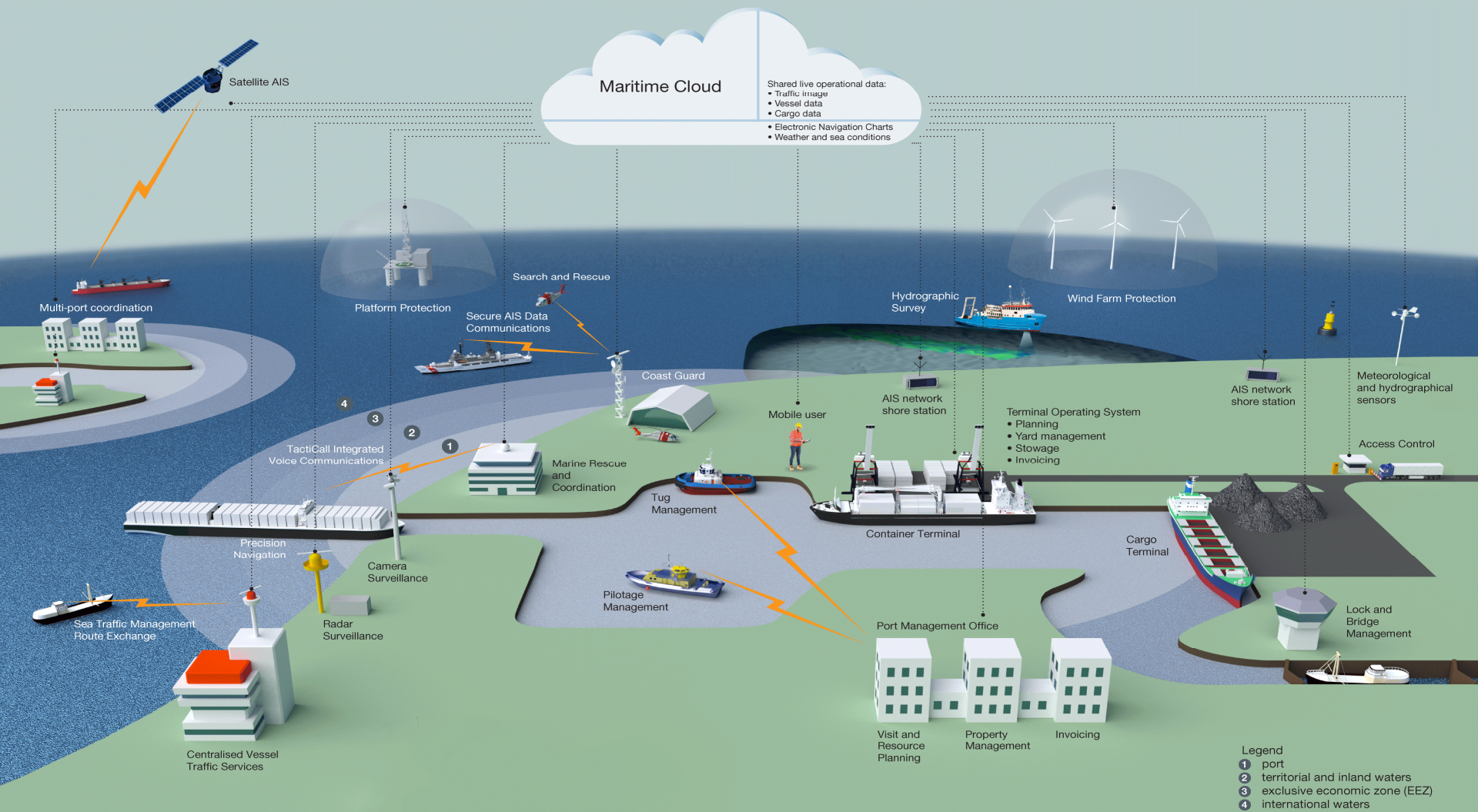
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Our vision



Traffic Management enables people to travel and to connect, goods to be distributed and societies to prosper by making transports safe, predictable and efficient.





More info?

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