

AAPA Smart Ports 2018 Mobile Solutions



Pam Everitt
Niotec Solutions

1.

Mobile Applications

Applications

- ▷ Mobile entry for active truck moves on terminal: Reefer settings, container maintenance update,
- ▷ Rail dray between terminals and rail depots: inventory availability, track all moves

Applications (continued)

- ▷ Truck location tracking: queue times, identify bottlenecks
- ▷ Cargo scanning, real-time updates for stuff/strip operation
- ▷ Emergency notification to on-terminal personnel: biohazard event, active shooter, weather, traffic events, etc.

Applications (continued)

- ▷ Security, safety, and environmental incident capture; photos, incident data
- ▷ Credit card payment for demurrage, parking, other charges.
- ▷ Automatic Identification System (AIS) and vessel tracking applications: remote entry of vessel location on wharf

2.

Issues and Challenges

Security

- ▷ **Wifi network:**
 - Configuration management, including firmware and software updates
 - Secured remote access
 - Physical security of wifi access points: not shared use, such as with maintenance for terminal lighting



- ▷ **Sensitive data: implement Mobile Device Mgmt, Enterprise Mobility Mgmt**



- ▷ **Credentials and authorization**

Legal and Regulatory

- ▷ Safety: liability for users while driving or operating equipment, needs legal review and EULA
- ▷ Privacy laws: mobile data and devices at risk for theft, unauthorized access by others
- ▷ Breach notification, incident response plan

Mobility Expertise

- ▷ Mobile application development unlike desktop or browser-based applications: more complex, may require new skills, new development framework to achieve usability
- ▷ Application distribution: may need assistance with use of Apple Store, Google Play

Mobility Expertise (continued)

- ▶ Wifi network more support-intensive, may require wifi traffic shaping and monitoring and 24x7 support, immediate response
- ▶ BYOD requires more support from all areas of IT, particularly Help Desk, Customer Service areas

Other Issues

- ▷ Battery life, location services drain
- ▷ Network availability, consider alternatives
- ▷ Often overlooked in business continuity and disaster recovery planning

3.

Is it worth it?



“Mobile is not the future, it is the now. Meet your customers in the environment of their choice, not where it is convenient for you.”

Cyndie Shaffstall, Founder of Spider Trainers



MAERSK
LINE



Walmart 
Save money. Live better.



Thanks!

You can find Pam Everitt at:

Pam.everitt@niotec.com

843-514-3955