Integrating silo’s: recipe for customer service and efficiency

Nico Berx, Saab
Load Discharge

Storage Transformation
CFS
CRS
Adding Value
Warehousing...

Receipt Delivery
Port authority: berths, pilots, tugs, assets

EDI, Communication

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

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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

- Customs
- Authorities
- Immigration and border control

- Terminal area
- Civil infrastructure
- Utilities
- Buildings

- Equipment
- Labour
- Communication
- IT

- Land access
- Regulations
- Customs
- Connectivity
Knowledge is power. Knowledge shared is power multiplied.

Robert Noyce (American Head of State and businessman)
Information quality

\[ Q = f(\text{organisation, Processes, Technology, Culture}) \]
Information (A² (= available and accurate)) + COMMUNICATION + THROUGHPUT + SERVICE QUALITY
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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