PORT ON THE PATH TO PROGRESS

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Mr. Amin Jamal, IT Manager
PT Terminal Petikemas Surabaya
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Indonesian Port Increase Shipping Volumes: Cruises to 15% Productivity Boost

PT Terminal Petikemas Surabaya (TPS) is one of Indonesia’s most important facilities, located in Surabaya, East Java. Known as the gateway to Eastern Indonesia, PT TPS is strategically located with connections to major railway networks and highways.

PT TPS is the only operational terminal in Indonesia which has certified C-TPAT (Customs–Trade Partnership Against Terrorism or Cooperation between US Customs and the US Commerce Department on Combating Terrorism) and ISO 28000 (System Security for Supply Chain management) making it a vital port for locally manufactured goods to major global export markets.

The port was established in 1992 as a division of PT Pelabuhan Indonesia III (Persero), a state-owned enterprise. In 1999, it turned as foreign investment company, a joint venture between PT. Pelabuhan Indonesia III (Persero) and Dubai Port World. PT TPS today operates as a 24/7 facility. It directly employs over 500 people and over 2,000 contractors to work across the port.

In 2015, PT TPS handled 1.4 million TEU (twenty-foot equivalent units) worth of goods, a number expected to grow significantly in coming years. To achieve its projected levels of growth in the future, the management of PT TPS recognized that they needed to enhance their processes and deploy best practice technologies to help their operations grow. They turned to Honeywell technology to achieve this.

A Growing Business Needs Increased Efficiency

The ability to accurately and efficiently load and unload containers is critical to the productive operation of any port. As a port with growing volumes of goods being handled, it was vital that all parts of PT TPS’ facility functioned efficiently, including key pieces of equipment.

“As our business grew over recent years and the amount of containers being shipped increased, it was noticeable that some of our former systems could no longer fulfil our business needs and operate effectively at high demand times. This led to delays in delivery which impacted on customer satisfaction levels,” said Amin Jamal, IT Manager of PT Terminal Petikemas Surabaya.

“Additionally our port Tallymen were previously relying on outdated manual processes to check the quantity and external condition of the handled cargo. This left their operations open to human error, especially during busier periods.”

Through an extensive audit of its equipment and operations, PT TPS identified the need to update the technology used in their Rubber Tyred Gantry Cranes and Head Trucks to deliver enhanced safety and meaningful efficiencies in the flow of goods and containers through the port facility.

In order to successfully deploy a major technology upgrade, PT TPS turned to trusted local systems integrator PT Primus Indonesia to recommend and install key equipment. Following a thorough evaluation process, PT Primus Indonesia recommended that PT TPS adopt the Honeywell VM2 and VX8 vehicle mount computers and MX9 hand held terminals to enhance their operations.
Advanced Technology Replaces Manual Operations

The technology deployment saw PT TPS install Honeywell VM2 and VX8 vehicle mount units in the Port’s Head Trucks and within the Rubber Tyred Gantry Cranes. Additionally, Honeywell MX9 hand held terminals were integrated at the gates to the port and the jetty itself to automate processes and share data in real-time.

“The Honeywell vehicle mount units were selected to upgrade the systems within PT TPS’ goods moving vehicles based on its proven ability to operate reliably in trying conditions. Rubber Tyred Gantry Cranes load and unload containers in harsh environments – there can be incredible amounts of vibrations within the cabin of a Gantry Crane - where only the toughest of computing solutions can function effectively,” said Amin Jamal, IT Manager of PT Terminal Petikemas Surabaya.

PT TPS workers operate in the Port at all hours of the day – both at night-time and in harsh sunlight – meaning it is necessary for the hand held terminals to have a highly visible screen adaptable to being read in a variety of settings. The Honeywell hand held terminals with their enhanced Wi-Fi functionality and clear display screens enable workers to operate regardless of the outdoor conditions; the solution’s clear display screen can still easily be read in harsh light.

In order to transition port staff to the new solutions, PT TPS invested time into educating and training operators who had previously relied on manual systems. To encourage staff to become proficient with the new systems, PT TPS even created a unique staff training program called “VMT Allowance” to help motivate operators to learn and master the new solutions.

A Successful Deployment

Following the successful deployment of advanced automated mobile computing across their facility, PT TPS has significantly improved their workflows. Rubber Tyred Gantry Crane operators are able to quickly and accurately record the goods they are loading or unloading through the vehicle computers and the hand held terminals used at key stations across the port. The technology also enables workers and Tallymen to carry out critical checking processes with greater efficiency.

Since PT TPS completed their technology upgrade, the port has seen a cost savings increase of 10 to 15%, a productivity increase of 15% and importantly delivery error rates have decreased year on year.

“For our facility, timing and efficiency is everything. To have achieved a 15% productivity increase in our operations means that we are better able to handle increased shipping volumes into the future and have a platform for delivering business growth. We’re committed to working with the right partners and solution experts like Honeywell to explore new work processes and technologies that can support our future business growth,” said Amin Jamal, IT Manager of PT Terminal Petikemas Surabaya.