

## Forth Ports PLC Integrated Port Operating System (IPOS)

### About the Customer

Forth Ports PLC owns and operates the ports of Tilbury, Grangemouth, Leith, Dundee, Rosyth, Burntisland and Methil. It carries out other marine activities notably conservancy, pilotage and towage. Forth Ports PLC is the largest port grouping in Scotland and the third largest in the UK measured in terms of tonnage.

Within the Forth and Tay estuaries in Scotland, Forth Ports PLC is also responsible as the Competent Harbour Authority for managing and operating an area of 280 square miles of navigable waters. Within the Forth Estuary, this area of jurisdiction also encompasses two specialised marine terminals for oil and gas export. The group has extensive property interests within Leith, Dundee, Tilbury and Grangemouth.

The ports' division of Forth Ports PLC is organised into three business units:

Port of Tilbury, Scottish Ports (encompassing the ports of Grangemouth, Leith, Dundee, Rosyth, Methil and Bruntisland), Marine.

Forth Ports customers are looking for a complete logistics solution - sea, road and rail links backed up by top quality warehousing, consolidation, re-packing, stock control, distribution, just-in-time delivery, real-time information and total service packages. The aim is to work in partnership with potential and existing customers to create overall cost savings while still offering a quality service. A clear advantage to customers seeking northern, e.g. Grangemouth and Leith, and southern distribution points is that they can make arrangements with just one company - a 'package deal' - to cover both areas.

Forth Ports have made it clear that sophisticated information technology systems are a key part of an efficient port, and the company continues to invest heavily in hardware and software to work closely with clients whilst implementing powerful and appropriate internal control systems. In this regard it is believed that Tilbury became the first port to give its container customers the choice of using either of the UK's two major customs clearance systems - Community Network Services (CNS) or Felixstowe's Maritime Cargo Processing System (MCPS)

### Challenges

- Single system to cater multi locations
- Extensible system architecture
- Scalability and Integration (through EDI Interfaces) with external systems
- Online interface with radar system
- 24 x 7 helpdesk system to support the software and data centre operation
- Reliable business continuity and disaster recovery support

### CMC's Solution

- Development of a solution based on products, Cargo Logistics Management (CALM), Marine Container Handling System (MACH), Warehouse Management system (WARM) and Software for Intelligent Messaging (SWIM)
- Architecture and hardware sizing
- Procurement and installation of servers
- Commissioning of two data centres covering business continuity and disaster recovery

**Scope of Services Supplied**

- Supply
- Installation
- Commissioning
- Training
- Warranty
- Continued maintenance of CALM
- Integrations with JD Edwards, Trent, Lloyds Interface, Norcontrol, Tidal Information System

**Technical Highlights and Business Benefits**

- Global standardisation of business processes
- Seamless integration with all stakeholders/external systems
- Enhanced operational efficiency
- Reliable business continuity and disaster recovery support