

Penang Port SDN BHD PELKONIII, PELPIN II

About the Customer

The Port of Penang was managed and operated by Penang Port SDN BHD, a corporate entity set up under the Malaysia government's privatisation policy. Beginning 1 January 1994, Penang Port SDN BHD a government fully owned by the Ministry of Finance (Incorporated) took over all facilities and services from the Penang Port Commission, which is now a regulatory body.

PPSB is licensed to operate, manage and maintain port and ferry services as well as undertake present and future development projects. Structured to operate effectively and efficiently under Corporate Services Unit (CSU) and Strategic Business Unit (SBU).

Strategically located along the northwest coast of Peninsula Malaysia, Penang Port serves one of the busiest trade routes in the region and links Malaysia to more than 200 ports worldwide.

Challenges

- Single system to cater 12 terminals
- Single system to cater to cargo and container
- EDI integration with community system
- 600+ external user access via internet
- Online approval process by regulatory authorities.
- Failed implementation by previous vendor
- Meet critical Go Live date
- 1800+ container movements per day by 2 gates

CMC's Solution

- 1st web-based container system in Malaysia
- Implementation of Marine and Container Handling System (MACH) and Cargo Logistics Management System (CALM)
- Architecture and hardware sizing
- Interface with SAP
- EDI messaging with DAGANGNET
- Real time RDT operations (Container and Cargo)
- External user billing,
- Separate modules for rental and ferry invoicing
- New set of screens for bonded documentation and operations

Scope of Services Supplied

- Supply
- Installation
- Commissioning
- Training
- Warranty
- Continued maintenance of CALM
- Integrations with smart Cards, SAP

Technical Highlights and Business Benefits

- Record throughput achieved after 1 month of Go Live. 79,000 TEUs for Sept 2006
- Container productivity improved from 16-18 moves per hour to 24-26 moves per hour
- Seamless integration of cargo and container systems and with external SAP application

- Gate turnaround time reduced to 30 minutes (avg.)
- Vessel waiting times at anchorage reduced considerably
- Online transactions by different agencies have given benefits to external users
- Better yard space and equipment utilisation