



GIE Nouméa Port Grows with Tideworks' Solutions at New Caledonia Facility *New Terminal Operating System Provides Strategic Technology Enhancements, Streamlined Efficiency and IT Cost Savings for Growing Southwest Pacific Port*

GIE Nouméa Port, established in 2006, handles containers and break bulk in the Port of Nouméa, the main port of French Overseas Territory New Caledonia, in the South Pacific. Recently GIE Nouméa Port management sought to modernize its facility through the acquisition and implementation of new port equipment such as mobile harbor cranes and reach-stackers, as well as a new terminal operating system (TOS). The modernization activities were important in better positioning GIE for optimization and growth of its operations, particularly after a nearly 20 percent increase in container volumes from 2009 to 2010.

To identify and deploy the right TOS based on the port's current and anticipated future needs, the company conducted a competitive bid process. The criteria for evaluation included ability to meet GIE's needs, user-friendliness and ease of use, effective mobile interfaces, customer testimonials and global impression. After this evaluation and visiting ports equipped with specific terminal operating systems, GIE ultimately selected Tideworks Technology for its comprehensive solutions and customer service reputation.

"Tideworks Technology and its suite of terminal operating system solutions were a perfect fit for our terminal operations," said Mathieu Landrieu, project manager, GIE Nouméa Port. "They provided us with powerful tools to streamline and maximize the efficiency of our activities. Tideworks Technology's solutions are flexible enough to scale with the growth of our business and are highly adaptable for any situations we encounter down the road."

Challenges

GIE Nouméa Port selected Tideworks to help the company optimize its operations, maximize the return on investment in port equipment, and improve overall productivity bringing continued benefit to its customers. "We had recently made significant investment in equipment and infrastructure as part of our modernization efforts and to improve our overall customer service levels," explained Landrieu. "We needed a modern, commercial TOS backed by a reliable technology partner that would support these efforts."

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GIE Nouméa Port

At the same time, GIE Nouméa Port – as is the case with so many terminal operators – faced pressures to keep costs down and “do more with less” to remain competitive in the region. By leveraging Tideworks’ expertise, and by utilizing Tideworks’ managed services for its IT infrastructure, GIE Nouméa Port was able to keep its IT costs down while deploying a comprehensive TOS solution that is fully supported by Tideworks.

The deployment of Tideworks Technology’s solutions at GIE Nouméa Port includes [Mainsail Terminal Management System®](#), [Spinnaker Planning Management System®](#) and [Traffic Control™](#). Additionally, Tideworks provided all associated implementation services, including project management, software customization, user training and go-live assistance.

As part of the terms of service, GIE Nouméa Port receives Tideworks’ platinum maintenance and support services, which include 24/7 technical support and all software upgrades. Additionally, Tideworks provides GIE Nouméa Port with EDI services, remote administration of the application and database servers, operating system and database patches, and monitoring of system availability and performance.

Success Factors

“We have thoroughly enjoyed working with the great folks at GIE Nouméa Port on this exciting project,” said Michael Schwank, president of Tideworks. “GIE Nouméa Port is now better positioned to optimize its assets and grow its operation. We are pleased to partner with such a terrific company in this burgeoning region.”

The project successfully utilized a strategic combination of Tideworks Technology resources in the U.S., as well as from the Tideworks Asia office in Singapore. By implementing its comprehensive TOS suite, Tideworks has helped ensure that GIE’s operations run smoothly and more efficiently and receive top-notch, hands-on support. GIE is also able to accommodate growth and scale to support its customers’ future needs. Since its modernization efforts began, GIE has increased productivity to an average of 28 moves per mobile harbor crane hour. In addition, with the implementation of a modern TOS, GIE has been able to improve operational processes and dramatically enhance visibility; it can now accurately measure things such as gate turn time, which currently stands at approximately 21 minutes.

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“Now that we have full visibility into our terminal and vessel operations, we can continue building on our processes and begin evaluating impact,” concluded Landrieu. “Tideworks was the perfect partner - we built this successful project together.”

About Tideworks Technology

Tideworks is a leading provider of cost-effective, reliable software solutions for growing terminal operations and shipping lines worldwide. The company helps more than 50,000 users and nearly 90 facilities run their operations more efficiently and profitably. From optimized equipment utilization to faster turn times, Tideworks works at every step of terminal operations to maximize productivity and customer service. For more information about Tideworks Technology, visit www.tideworks.com/.

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