



No More Paper Pushing:

Kingston Wharves goes high-tech with Tideworks Technology terminal management software

Kingston Wharves is one of the largest and most experienced multi-purpose wharf companies in the English-speaking Caribbean. Founded in 1945, the company is listed on the Jamaican Stock Exchange. The terminal is equipped with two state-of-the-art mobile harbor cranes for container handling, which facilitate a throughput of about 95,000 TEUs annually. Additionally, the facility handles some 330,000 tons of break bulk cargo and 28,000 motor cars annually. Food, manufactured goods and just about every other containerized, break-bulk or ro-ro cargo that is imported to Jamaica goes through the Kingston Wharves terminal.

The majority of the imports come from the United States with some also coming from Europe, Asia, Central and South America, and also from its Caribbean neighbors. Some 141 employees staff the terminal, including container and cargo storage areas, the container freight stations and the gates. This number also includes staffing of the administrative offices. Kingston Wharves does not itself do stevedoring operations. This is undertaken by several external stevedoring companies.

From Paper to Technology

Kingston Wharves' terminal operation was driven primarily by paper processes until six months ago. Though the terminal has managed billing and tracking electronically for the past five years, the company's former systems did not provide the planning, inventory management and gate operational control it desired.

"Flexibility and functionality of the old system were very limited," said Philip Alexander, General Manager of Kingston Wharves. "We knew we needed a system that could do more than just accounting reports and tracking – we needed a full, end-to-end terminal management solution."

Enter Tideworks Technology

Tideworks was selected because of its ability to rapidly and cost-effectively implement a comprehensive systems solution that met Kingston Wharves' operational and business requirements. The implementation period was just five months, about half the time of a standard deployment. This included the provision of several key interfaces to Kingston Wharves' accounting and wharfage billing systems.

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— Philip Alexander
General Manager,
Kingston Wharves Ltd.

“Tideworks’ solutions offered us the ability to cost-effectively implement tools that will give us greater control over business at higher levels of productivity and customer service,” Alexander said. “We have been able to execute a seamless integration with our existing systems, including the accounting systems and our purpose built wharfage system.”

Customers Respond

Tideworks was very hands-on at Kingston Wharves, paying specific attention to the needs of both the terminal and the terminal’s customers. To ensure Kingston Wharves could make the most efficient use of the new systems, Tideworks completed a thorough business process review before beginning the system implementation. This process improvement project, coupled with a successful system implementation, resulted in a more productive terminal that now offers an even higher level of service to Kingston Wharves’ customers.

“Customers have already said that having the Tideworks system has made their jobs so much easier. Many were apprehensive about the changes initially, but now that they are seeing the benefits of the technology, they really like it,” Alexander said.

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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