

Key to a Successful Software Deployment Is Hands-On Training

Tideworks Offers Unique Training Center of the Americas for Operators to Gain Critical Insights and Experience

Busy ports and terminals around the world employ a variety of Tideworks' gate, yard, rail and vessel-management software to regulate the constant ebb and flow of port activity. For example, Kingston Wharves Limited (KWL), one of the Caribbean's leading multipurpose terminal operators, and Dole Food Company, Inc., the world's largest producer and marketer of high-quality fresh fruit, fresh vegetables, and fresh-cut flowers, both use Tideworks' software to help manage their marine terminal activities.

In the case of Dole, a vertically integrated business, the company operates terminals in six supply ports throughout Latin America, as well as five receiving ports in North America. KWL operates a multipurpose terminal in Port Bustamante, with 25 hectares of storage area and a continuous quay nearly 1,600 meters long providing nine deepwater berths for ro-ro, lo-lo container, general break bulk and bulk shipping services.

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— Leonardo Gonzalez
Project Coordinator
Intershipping Terminal Services

In the fast-paced world typical at most ports and terminals, training on new software can prove problematic. Inadequately trained personnel placed in real-life situations prematurely can be hazardous to terminal operations; while removing staff from their daily work assignments for training can be detrimental to productivity. Therefore, targeted training and hands-on experience prior to systems go live are crucial to a successful implementation.

The Tideworks Training Solution

Tideworks' Training Center of the Americas (TCOTA) offers the ideal environment for key system users to gain hands-on training in both a classroom setting and operational environment. Located in vibrant Colon, Panama, and easily accessible from anywhere in Latin America and the Caribbean, TCOTA offers excellent facilities, including: eight fully-equipped user workstations with large, LCD flat-panel monitors; high speed Internet connectivity; an overhead projector with large viewing screen; multiple peripheral devices (such as



Tideworks' Training Center of the Americas – Colon, Panama

thermal ticket printers, hand-held and vehicle-mounted wireless data terminals, etc.); and access to an immense database of container information, all from a comfortable, air-conditioned environment. This state-of-the-art, offsite location allows trainees to focus on learning Tideworks' software systems without interruptions from day-to-day job responsibilities. Trainees, under the tutelage of bilingual instructors, are able to work through real-life terminal operations scenarios to acquire knowledge of both Tideworks' systems and terminal operations procedures.

"The quality of instruction is first class," says Intershipping Terminal Services project coordinator Leonardo Gonzalez. "The facilities have great equipment, which allowed us to have a training experience in a controlled environment, but similar to the work environment that we would be facing in the daily use of the system at our terminal."

Real-World Terminal Setting

In addition to the classroom instruction, the TCOTA facility affords trainees the opportunity to visit Manzanillo International Terminal – Panama, S.A. (M.I.T.), the largest and most productive container transshipment facility in the Americas, to learn how Tideworks' systems function in a real-world



Manzanillo International Terminal (M.I.T.) – Colon, Panama

environment. This location provides unmatched learning opportunities that increase trainees' understanding of both systems and terminal operations procedures. Tideworks is the only terminal systems provider able to provide this state-of-the-art training facility in the region.

Adds ITS' Gonzalez, "The team of instructors was excellent, very attentive and concerned about providing us information as well as willing to give timely answers and solutions to our questions. The details learned in those sessions

are still remembered today -- almost a year afterwards. The experience was very enriching, a complete integrated training package. Our expectations were exceeded."

Collaborative Approach

Tideworks partners directly with the customer's implementation team, managers and super users to conduct in-depth training. Course work focuses on the terminal operation and finding ways to use the system to create efficiencies. Instructors help students through real-world scenarios providing ample opportunity for students to ask questions and test the system in different ways.

To date, TCOTA has served the following clients in training a variety of personnel, including IT staff, clerks, yard supervisors, vessel and yard planners, superintendents, gate personnel, and other power users:

- Dole Food Company (Westlake Village, CA)
- Intershipping Terminal Services (Puerto Cabello, Venezuela)
- Kingston Wharves Ltd. (Kingston, Jamaica)
- Manzanillo International Terminal (Colon, Panama)
- Port Everglades Terminal, LLC (Hollywood, FL)
- Port of Miami Terminal Operating Company (Miami, FL)
- Ports America – Tampa (Tampa, FL)
- San Antonio Terminal Internacional (San Antonio, Chile)
- San Vicente Terminal Internacional (Talcahuano, Chile)
- SSA Mexico (Manzanillo, Mexico)

Great Destination

Outside the TCOTA classroom, Panama provides a culturally and historically rich experience. Highlighted by the Panama Canal and a strong maritime tradition, Panama also offers shopping and international cuisine, pristine beaches, and virtually endless opportunities in ecotourism and sightseeing.

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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