

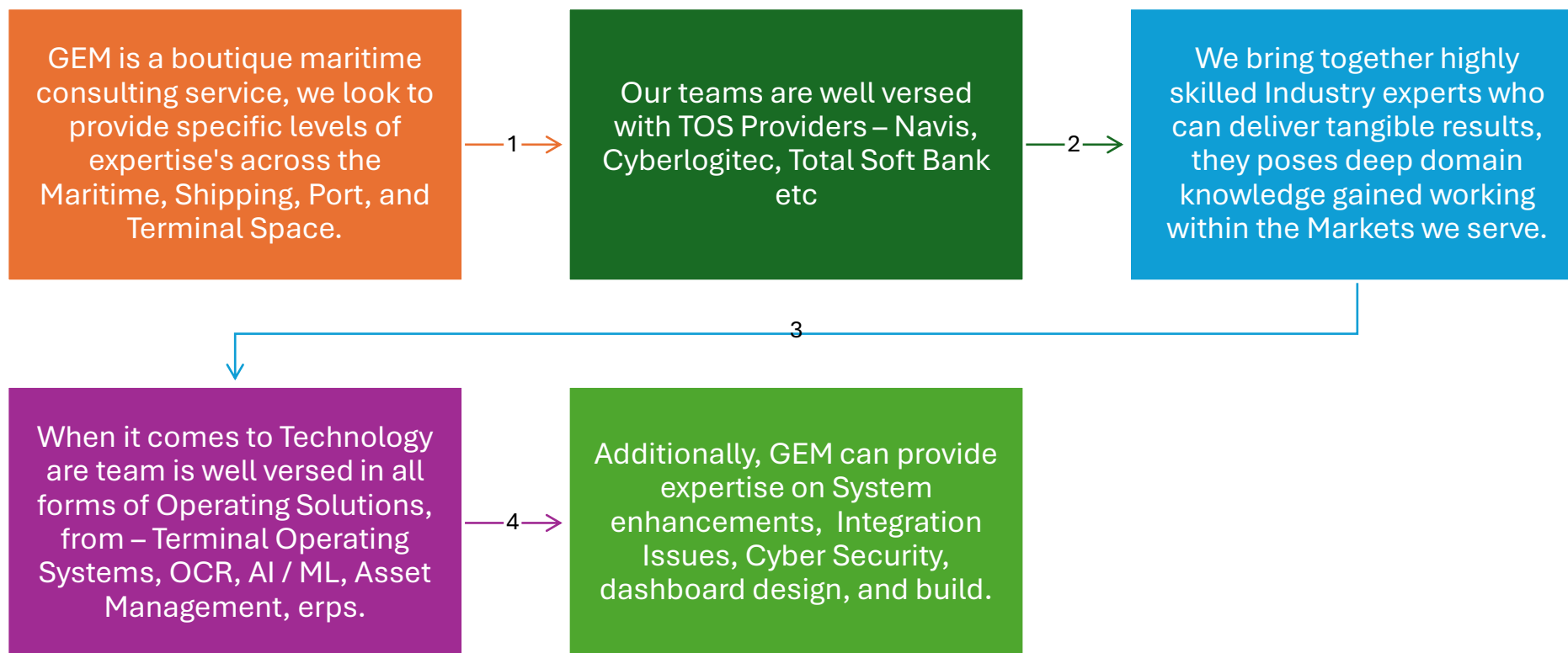


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Servicing Your Terminal Operating Solution

**Providing a First-Class
Support Service to keep
your TOS operating to
Peak Performance**

Who are Global Equipment Management ?



Terminal Operating Solutions Core Purposes

Purpose:

They typically handle tasks like vessel arrival and departure planning, yard space allocation, crane scheduling, and gate operations.

TOS systems are used to streamline operations, manage resources, and ensure smooth movement of cargo in and out of a terminal.

Benefits:

Key Functions:

Using a TOS can lead to improved efficiency, reduced costs, better resource utilization, and enhanced decision-making for terminal operators.

Terminals Spend Millions on Technology

Technology is at the heart of every Marine Terminal.

Millions of Dollars of IT Solutions can be deployed across Facilities to automate Operations, Vessel Management, Yard Planning, Asset Management, and all aspects of manifest and documentation processing.

Data is at the heart of these Operations as it provides Management with levels of efficiency and profitability.

Systems can vary significantly in design, structure, and operational performance.

Terminals are running solutions of varying ages.

Performances of solutions can vary significantly.

Varying Levels of Service from TOS Vendors

Performance of Vendors can vary significantly - Level of Service, Timely responses, Implementation, training, product enhancements, integration, data security,

High Maintenance and Support Costs

The level of Experts and Support Provided by Vendors can vary significantly in terms of skills, domain knowledge, and customer interaction.

The Performance of the Solutions can also vary significantly, do the systems meet the needs of the Customer, are they delivering on fixing or improving the issues they were engaged for ?

Value for Money - are the levels of performance meeting the expectations of the Terminals Management?



What can we deliver

- Technology Review
 - Defining a tailored report on your current solutions, covering solution performances, enhancement requirements, issues with current vendors' support services, integrity of the networks, cyber testing, network performance, Level of competence of systems deployed?
 - Recommendations on user change requirements, and areas where improved performance could be delivered from the various systems deployed.
- Tailored service offerings on specific solution enhancements, bug fixing, integration verifications, Testing system performances.

Scaling to Meet our Clients Requirements

GEM Have access to dedicated Technical Resources that are well-versed in Terminal Technology, whether through solution upgrades, IOT and Data Infrastructure audits, or working with the terminal management in defining specific roadmaps for product shortfalls or system enhancements.

Our team have an average of 10 years (+) experience in all leading Terminal Operating Solutions; they understand the dynamics of the business whilst being flexible in delivering solution upgrades that Terminals seek today.

Providing virtual or onsite technical response is the way in which we operate. Our team have the ability to work on tight timeframes and delivering projects within the remit and on budget.

We have access to additional technical resources on an adhoc basis ensuring that the right level of support is always available.

Services GEM look to Offer

Here's how we can contribute to improving TOS operations and enhancing overall system performance:

TOS System Support & Enhancements:

Rapid troubleshooting and resolution of operational issues with existing systems, ensuring smooth daily operations.

Expert insights and solutions to improve system performance and address operational gaps that impact terminal efficiency.

Navis Code Extensions & Groovy Development: IT or TOS support team. By integrating with port IT teams, we can provide continuous support during business hours, ensuring seamless and effective assistance for both ongoing operational tasks and larger system enhancement projects. Our team can act as an extension of your IT department, providing day-to-day support, addressing issues promptly, and facilitating long-term improvements. Working directly with the Navis platform to develop custom code extensions and Groovy scripts that enhance system functionality and address specific business needs.

GEMS – IT and TOS Support Service Offering

System Optimization & Automation:

- Identifying inefficiencies within current system setups and implementing automation to streamline operations, reducing manual intervention and increasing productivity.

Custom Solution Development:

- Developing tailored solutions based on terminal-specific needs to improve operational capabilities and user experience.

Vendor & Contract Management:

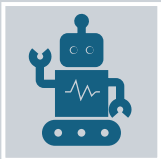
- Assisting with vendor relationship management to ensure quicker resolution times and more effective collaboration.
- Optimizing contracts and support structures to provide greater value for terminal operations.

GEMS – IT and TOS Support Service Offering



Training & Knowledge Transfer:

Offering hands-on training and workshops for terminal staff to enhance their understanding of TOS systems, troubleshooting capabilities, and overall operational efficiency.



Consulting for System Integrations:

Providing expertise in integrating TOS with other key systems (e.g., ERP, CRM) to ensure seamless operations and improved data flow across terminal platforms.



Additionally, we are well-positioned to function as an extended IOur team can act as an extension of your IT department, providing day-to-day support, addressing issues promptly, and facilitating long-term improvements.

Moreover, we also offer **24/7 on-call support**, ensuring that your terminal operations run smoothly even during non-business hours. Whether it's urgent troubleshooting or system maintenance, our team is available around the clock to provide expert support whenever needed.

Competitive Services and our USP's

Highly Skilled
Resources (Multiple
years of expertise)

Experts in all TOS / Port
Tech Solutions

Timely and Responsive
Project Management /
with tangible results
meeting Customer
Expectations.

Competitive Rates
(Project / Resource
Pricing / On-going
Support Contracts)

Fixing Problems
quickly and efficiently

Scalability, providing
resources to meet
Customer
Expectations

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