BETTER RESERVATION SYSTEM FOR MORE EFFICIENCY!

A port operator revamped their cement vessel reservation system through a better booking system and efficient allocation to increase operational efficiency and automate processes.

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CLIENT OVERVIEW

Our Client is a port operator headquartered in Singapore which operates the only multi-purpose port in Singapore, handles bulk, break-bulk and containerised cargo. The Port welcomes over 40,000 vessel-calls annually.

Client
A Singapore port operator

Industry
Maritime

Service Offering
Ext JS, Spring Framework (IOC), and Oracle 11g database

Saksoft proposed and implemented a cement vessel reservation system with a booking request form for both agents and consignees to manage and track their booking efficiently

Business Challenge

Our Client's cement terminals receive an estimated 220 cements vessel calls annually, handling throughput of 6.4million tons. Berths for cement vessels are allocated based on the Berth Time Required (BTR) stated in the Berth Application (BA), with vessel characteristics and berth constraints taken into consideration. The Berth allocation generally follows a first come first serve rule based on BTR. Our Client manually monitors the Berth on Arrival (BOA) of cement vessels within 24 hours of their BTR against the Estimated Time of Berthing (ETB). On average, cement vessels per year hit 60% BOA as both weather and bunching situations affect the ability of the port to berth vessels readily. Some of the problems encountered were:

- **Tedious Manual Process**
- **Lack of Reservation Window**
- **Lack of Notification of Sailing Delays**
- **Manual Intervention**

Business Solution

Saksoft proposed and implemented a cement vessel reservation system with a booking request form for both agents and consignees. It enabled the Port's customers and their agents to view the Reservation Window available between a selected period of time (e.g. 30 days, 60 days or 90 days). This allowed them to pre- plan and reserve for the berthing window. The admin rights were given to the port to automatically queue vessels to minimize the effect of vessel bunching. It also helped them to provide buffer time for weather amendments and cater to discharge periods. An automated system was installed to send an alert every day at a fixed time to inform customers/agents about the latest BTR for their vessels. The new berthing system comprises of the new reservation component while incorporating the existing berth application component. Saksoft used Ext JS (For the web part) managed Web layer, Spring Framework (IOC) for integration and Oracle 11g database for the project.

Business Benefits

- Reduce waiting time of vessel in order to meet Berth on Arrival (BOA) requirement for the Port
- Increased operational efficiency by 20%
- Eliminated 80% of the manual intervention