

## ProAct Yard Management solution - Potential Business Benefits

Whilst there are many business benefits that can be derived from the ProAct solution, it can be difficult to quantify any meaningful generic savings. The challenges of each business mean that such savings can vary dramatically from one organisation to the next. As such we do not attempt to quantify them here. ProAct can undertake such an exercise in the form of a detailed scope definition document (SDD), which includes detailed process definitions, metrics and operating costs. Having done such an exercise ProAct can also provide a potential 'order of magnitude' saving in each area.

*Whilst there are many intangible benefits that can result from use of the ProAct solution, the list below focuses primarily on tangible ones that could result in some level of direct cost saving*

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### Process Configuration and Management

ProAct's Multi-client configurable process capabilities ensure governance and control across the most complex processes whilst not restricting the service offering to the client. The only thing worse than an IT solution that does not manage and control process is one that sets the process in concrete and then enforces it. The result is that it minimises operation flexibility and restricts the value proposition to the manufacturer. Many factors including manufacturer, model, market and mode will influence the specific processes and tasks applied to a VIN so it is key that these bespoke processes can be configured and supported without resorting to development. Without the ability to incorporate these specific processes acquiring new business may be seriously reduced.

**Business Benefits:** Far greater support for both business acquisition and long term retention

### Automatic location assignment and progression

Taking manual decision on which lane or bay to place a VIN in (be it first point of rest (FPR) or next point of rest (NPR)) can lead to either immediate or subsequent operational inefficiencies. The decision to park a vehicle can be based on many parameters which may include up-fitting/repair requirements, destination, mode and carrier. All of these factors should be considered in order to determine the most appropriate location. Manually making such a decision can therefore be difficult. If such a decision is automated (with override abilities) then any number of parameters can be considered by the system when assigning the next parking location, thus potentially reducing the number of subsequent moves

**Business Benefits:** Less handling, reduced damages, lower dwell time, better space management, greater throughput

### Pre-allocation and marshalling of outbound loads

By allowing the system to either automatically or manually pre-allocate carrier loads, efficiencies can be gained through considering the vehicle priority, its dwell and its destination. Pre-allocated loads can be marshalled into lanes ready for carrier pickup and thus dramatically reduce loading time and therefore the time carriers spend on site. This, in turn reduces the potential for damages or collisions to occur.

**Business Benefits:** Faster carrier loading and turnaround time, reduced time on site, reduced chance of mis-picks, reduced potential for damages, reduced site traffic, reduced internal resource and supervision, requirement, faster release of bays.

### Mobile device based process & task management

Communicating activities and requirements to operators in the most efficient way is key to throughput and accuracy. The scanning of a VIN number can immediately highlight its status and dynamically assignment its next activity, task or movement. Incomplete tasks will be highlighted and if mandatory, the process will be suspended until outstanding issues are resolved. This either removes the decision making process from the operator or indeed may support or enhance their decision making process

**Business Benefits:** Greater throughput, greater accuracy, reduced reworks and double handling, reduced reliance on individual knowledge and experience.

## Automated process and alert management

Having been configured with all the client processes, tasks and decision points, the ProAct solution will then actively manage the life of the VIN from gate in to gate out or indeed beyond. The changing state of a VIN (be it triggered internally or externally) will be dynamically reviewed and its process adjusted as appropriate. Exceptions will also be picked up automatically and alerted to the relevant parties in real time

**Business Benefits:** Improved consistent decision making. From manual (subjective) to automated (objective), reduced reliance of individual knowledge, reduced training requirement for new operatives. Improved communication of exceptions.

## Equipment optimisation

For both road and rail, equipment load planning can provide a number of benefits. Railcar load planning particularly can provide significant benefits in terms of maximising load density whilst considering destination ramp routing and load restrictions. The greater the number of tracks and railcars, the greater the potential benefits. The building of such loads can then trigger load lane marshalling and ultimately reduce load times

**Business Benefits:** Increased load density, faster loading, minimised load errors, faster railcar turnaround, improved switching

## Document Generation

Whether it be the physical or electronic creation and transmission of supply chain documents (eg. waybills, COO, Vessel loading sheets etc), the ProAct solution can automate such activities. Automated document generation ensures the appropriate documentation is created/transmitted at the appropriate time and reduces reliance on individuals generating such documents via tools such as Microsoft Word or Excel. System generated documents can also be viewed online by both internal and external system users.

**Business Benefits:** Reduced manual resource requirement, fast and easy accessibility to external parties, minimise missing paperwork, improve accuracy of document content, reduced accuracy related penalties.

## Demonstrable performance KPIs and auditability

Often businesses will accept claims from the client for failures that may not be down to them simply because they cannot clearly evidence to the contrary. KPIs can often be onerous and difficult to manage and often it can be cheaper to accept the claim rather than to seek out the root cause. ProAct's solution can support this issue by providing configurable KPIs and detailed VIN level activity journaling ensuring most causes can be quickly and clearly evidenced via dashboards or enquiries.

**Business Benefits:** Reduced number of accepted claims, reduced resource required to produce KPIs, increased accuracy of KPIs, increased client confidence (often resulting in fewer audits)

## Process projection and exception management

The ProAct process execution technology has the ability to project forward its events and determine if and when failure is likely to occur at some future stage. If so it can issue the appropriate 'warning' alert. These alerts can therefore help the business pre-empt such events and therefore potentially avoid KPI failures and associated penalties.

**Business Benefits:** Reduce number of exception events and KPI failures, reduce associated penalties or ancillary costs

## Support for Labour planning

Through the use of process projection, better pre-advice integration and individual user level journaling it is possible to better determine both ongoing resource requirements and individual performance. Pre-advice and projection allow the creation of reports that can illustrative the number of VINs destined for movement or processing on specific days. User level journaling can support the reporting of time spent on various activity types by each individual and highlight where one individual may fall out of the average tolerance.

**Business Benefits:** Better understanding of short/medium term resource requirements, highlighting potential weaknesses in workforce

### **Extensive Integration Capabilities and EDI management**

ProAct provides extensive support for integration with manufacturers, carriers, service providers or any other stakeholder in the process. Native system integration already exists for most inbound and outbound message categories. However, new integration points can be created either by ProAct or in many cases by ProAct's client through configuration. Integration in general can therefore provide greater accuracy, faster communication and in turn support faster throughput within the facility(s).

**Business Benefits:** Reduced keying and rekeying of data, greater accuracy, increased throughput, closer and tighter link with manufacturer and providers, improved and more timely forecast data

### **Existing manufacturer integration relationships**

ProAct already provides messaging to certain manufacturers and has established links with the manufacturer EDI department personnel. As such ProAct can in some cases, both reduce the initial time to market and also the time to establish new messaging types as and when required. Furthermore ProAct will coordinate with the manufacturers IT department on the client's behalf and then support such integration on an ongoing basis

**Business Benefits:** Reduced time to market, reduced load on internal IT resources for both development and support of external interfaces.

### **Cloud based resilience and disaster recovery**

Whilst ProAct fully support both in-house (client datacentre) and hosted options, a Cloud based option can offer some significant benefits particularly in terms of scalability and resilience. In terms of resilience and failover, most Cloud based deployments offer basic resilience as standard and complete transparent failover as an option. Either way, systems will be protected and recovery can happen usually within a couple of hours. If transparent failover is selected, then any system failures will not even be apparent to the end user. If Cloud is coupled with devices that can be operated over cellular 3/4G as well as via RF or Wifi, then resilience can be even greater and independent of any on site communications or networks.

**Business Benefit:** Fully resilience solution independent of any site based communications and equipment

### **24x7 support coverage and expertise**

ProAct's support operation can take the pressure off internal resources by offering 24x7 coverage. ProAct's support team is well trained, intimate with the system and most have been involved in on site implementations, so know the users first hand and understand the realities and challenges of the business.

**Business Benefit:** Highly responsive support service geared to dealing with all aspects of the system and operation

### **Fast turnaround on core enhancements**

Many software packages dictate what is included in their roadmap and what will be included in future releases. For most, this is set on stone and therefore this can ultimately be inhibit the customers' ability to develop existing or acquire new business. Often where enhancements are catered for, it results in a client specific version that increasingly deviates from the core product over time to the point where it may become unmaintainable. ProAct have a long and proven history of delivering client driven requirements into the core solution in rapid timescales. These enhancements are perpetual and governed by a unique internal process of interim releases and regression testing procedures.

**Business Benefits:** Fast turnaround of new configurations or enhancements, reduction in manual interim processes, far better support for business development and new business acquisition

## Summary of Benefits

- ✓ Far greater support for both business acquisition and long term retention
- ✓ Reduced handling of VINs
- ✓ Reduced damages
- ✓ Lower dwell time
- ✓ Better space management
- ✓ Greater vehicle throughput
- ✓ Faster carrier loading and turnaround time
- ✓ Reduced carrier time on site
- ✓ Reduced chance of pick errors
- ✓ Reduced potential for damages
- ✓ Reduced site traffic
- ✓ Reduced internal resource and supervision requirement
- ✓ Faster release of bays.
- ✓ Increased accuracy
- ✓ Reduced reworks and double handling
- ✓ Reduced reliance on individual knowledge and experience.
- ✓ Reduced training requirement for new operatives
- ✓ Improved consistent decision making from manual (subjective) to automated (objective)
- ✓ Improved and more timely communication of exceptions
- ✓ Increased load density
- ✓ Faster loading
- ✓ Minimised load errors,
- ✓ Faster railcar turnaround
- ✓ Improved switching capabilities.
- ✓ Reduced manual resource requirement for document creation
- ✓ Fast and easy accessibility of documentation to external parties
- ✓ Minimise missing paperwork
- ✓ Improve accuracy of document content
- ✓ Reduced document related penalties and delays.
- ✓ Reduced number of accepted claims
- ✓ Reduced resource required to produce KPIs
- ✓ Increased accuracy of KPIs
- ✓ Increased client confidence (often resulting in fewer audits)
- ✓ Reduced number of exception events and KPI failures through prediction and forecasting
- ✓ Reduce associated KPI penalties or ancillary costs
- ✓ Better understanding of short/medium term resource requirements
- ✓ Highlighting of potential weaknesses in workforce
- ✓ Reduced keying and rekeying of data as a result of extensive EDI and data capture capabilities
- ✓ Greater integration provides closer and tighter link with manufacturer and providers
- ✓ Extensive EDI capabilities provides reduced time to market
- ✓ Extensive EDI capabilities provides for reduced load on internal IT resources
- ✓ Cloud based options provide fully resilience solution independent of any site based assets
- ✓ Highly responsive 24x7 support service minimises operational interruptions
- ✓ Fast turnaround of new configurations or enhancements support customer responsiveness and flexibility
- ✓ far better support for business development and new business acquisition