



SAAB

KLEINPORT

PORT MANAGEMENT INFORMATION SYSTEMS



BY KLEIN SYSTEMS GROUP LTD.



KleinPort Maximizing operational efficiency

In an increasingly competitive environment, providing superb customer service can be an important differentiator. Ports with outdated systems and manual, paper-based processes are at distinct disadvantage in today's knowledge-driven world.

At the heart of any port community is the port itself. The Port's ability to reduce delays and meet customers' requirements enhances supply chain efficiency. Every day, ports deal with situations involving safety, security, environmental awareness and commercial concerns.

The right Port Management Information System (PMIS) can have a significant positive impact on the daily operation of the port by giving users the information, notifications and analysis they need, when they need it. Exchanging timely, accurate information with customers, suppliers and stakeholders benefits everyone.

Klein Systems Group Ltd. (KSG) has been providing these solutions to the maritime industry for over 30 years.

With KleinPort, agents can submit requests electronically, reducing errors, phone calls and faxes, allowing harbour masters to focus on managing exceptions.

Resource providers such as Pilots, Tugs and Linesmen are updated on the latest details of a vessel's visit so they can stay proactive and deliver their services on time.

Shipping lines can turn their vessels around faster and receive timely, accurate billing for services rendered. Port business development specialist can provide accurate shipping statistics to customers and analyze growth trends.

Electronic manifests speed up the cargo management process. Management of leases and agreements is automated, ensuring

leaseholders are billed accurately, even those with complex agreements.

Everyone in the Port community has the accurate, timely information they need.

Ports themselves can streamline their operations and grow without the need for additional staff and business infrastructure while increasing revenue and improving cash flow.

KLEINPORT CAN MAKE THIS HAPPEN.





KleinPort Maritime Enterprise Software

KleinPort is a modular, configurable software solution that incorporates industry best practices from ports all over the world. It automates business operations and scheduling processes which are then seamlessly integrated with financial operations.

KleinPort provides the foundation for a Port Community System, providing web access that is configured for specific user groups. It streamlines work flows by enabling single entry of information and automated exchanges of data between stakeholders. It improves the accuracy of data by capturing information electronically to reduce the manual paper chase.

Selecting KleinPort ensures that the best possible solution for meeting your port's unique needs is implemented on time, on budget and within scope. You also get the added benefit of Klein Systems Group's

extensive market knowledge, technical and maritime process expertise.

Through our constant investment in research and development, KleinPort is regularly enhanced, future-proofing your investment.

As a KleinPort customer, you will join an active user group that works closely with us to continually ensure that the product meets your needs today and tomorrow.



KleinPort offers a modular approach to solution delivery that is precisely tuned to your unique needs.



AVAILABLE MODULES INCLUDE:



VISIT MANAGEMENT

Find all the information related to a visit in one, easy to access location. Minimize phone interruptions and faxes with Web-initiated visit requests. Manage vessel scheduling, berth planning, conflict resolution, waypoint and route management, VTS/AIS integration and document management. Reduce data entry time and deal with conflicts proactively, saving time and effort later.



RESOURCE MANAGEMENT

Plan, schedule, request and allocate various resources such as Pilots, Tugs, Linesman and Port equipment. Ensures resources are available at the planning stage thereby reducing delays later. Efficiently monitor and utilize service providers and Port facilities.





CARGO MANAGEMENT

Electronically import cargo manifests, dangerous goods handling, errors and omission processing, commodity code mapping. Accurate cargo data imported electronically reduces data entry time and ensures accurate billing and reporting.



PROPERTY MANAGEMENT

Make it easier to manage your properties. Manage details of agreements, tenants, produce rent rolls, expiration notifications. Rent invoices are automatically created reducing preparation time and ensuring accuracy. Ports can specify rent increases to be automatically applied. Lease renewal dates are flagged ensuring all charges are billed accurately and on time.



PILOT MOBILE MANAGEMENT

Automatically receive job assignments. Capture pertinent data and submit worksheets when a job is completed from a mobile device. Pilot delays are reduced. Inputting data remotely speeds up the billing process.



SYSTEM MANAGEMENT

Manage the system the way that best suits your organization. These system tools let you control user privileges, security, operational workflow, interfaces to 3rd party systems and the reporting and messaging functions of the system. Messages and alerts can be sent automatically based upon specified events, greatly improving communications. Key data changes are recorded automatically, providing an easily accessible audit trail. The system comes with a robust report generator, making it simpler for you to get the information you need to run your business.



BILLING MANAGEMENT

Reduce your cost and effort to collect revenue with rate table based tariffs, multiple inputs for a single tariff, customer or vessel contract management, automated billing processes and Accounts Receivables. Tariffs are easy to update, complex tariffs are automatically handled reducing billing errors and calculation time. Contract management is automatic, reducing the time to generate appropriate discounts, special rates and manage minimum guarantees. All invoicing is automatic and operational data and financial data are kept synchronized.



KleinPort SERVICES

Since 1982, KSG has successfully implemented software solutions in the maritime community on a worldwide basis. As a result, KSG has gathered considerable expertise and knowledge that we can share with our customers. KSG is an ISO 9001:2008 certified company.

KSG has perfected the implementation process and provides the following services to ensure a well-executed project:

- Business Process Consulting
- Requirements Analysis
- System Design
- Quality Assurance Testing
- On Site Deployment
- On Site Training
- Project Management
- Long-term Support Services



Our Customers include landlord ports, operating ports, sea ports, inland ports and vessel traffic authorities. Some of them are:

- Port of Los Angeles (USA)
- Port of Corpus Christi (USA)
- Port of Brownsville (USA)
- Port of Stockton (USA)
- Port of Halifax (Canada)
- Barbados Port Inc. (Caribbean)
- British Virgin Islands Ports Authority (Caribbean)
- Flinders Ports Pty Ltd. (Australia)
- Queensland Transport (Australia)
- Darwin Port Corporation (Australia)
- PNG Ports Corporation Ltd. (Papua New Guinea)
- Dublin Port Company (Ireland)
- Port of Barcelona (Spain)
- Yangshan VTMS (China)
- Gulf of Kacchh VTMS (India)



KleinPort Support you can rely on

KSG helps customers get lasting value from their KleinPort software by providing a renewable long-term support services agreement. KleinPort is supported by qualified in-house support and maintenance specialists, backed up by our highly skilled Product Development group. KSG customers participate in the KleinPort Customer Advisory Group, providing regular input on the product roadmap. This ensures that the product is continually refreshed to meet our customers evolving needs. Releases containing product enhancements and fixes are issued twice per year. Support Services include:

- Primary Support by way of a secured TCP/IP link into the customer's servers
- Telephone Support for access to qualified KSG personnel capable of analyzing issues
- On-Site Support when software defects cannot be resolved by remote support
- Customer accessible issue tracker software for 24/7 reporting of issues
- Maintenance releases and software fixes (perfective, preventive, adaptive and corrective maintenance)
- 24/7 Emergency Response for critical issues





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SERVING THE MARITIME INDUSTRY WITH 140 OFFICES WORLDWIDE

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