

Tideworks Technology Introduces Tideworks Insight™, a Real-Time and Historical Data Platform for Terminal Operations

Latest innovation allows users to gain insight into data across the Tideworks Terminal Operating Systems (TOS) product suite to enhance operations

SEATTLE – June 12, 2017 – [Tideworks Technology® Inc.](#), a full-service provider of comprehensive terminal management and planning software solutions, today introduced Tideworks Insight™, a real-time and historical data platform. The new product is now in operation at Manzanillo International Terminal (MIT) in Panama after a successful beta partnership, and is available for implementation at other terminals.

“We are thrilled to add Tideworks Insight to our list of product offerings,” said Michael Schwank, president of Tideworks. “Being able to provide both a real-time and historical view of performance from all operational areas across the Tideworks TOS products from a single platform will be a tremendous advantage for logistics professionals at terminals worldwide.”

Tideworks Insight allows users to tap into the databases of Tideworks products, including Mainsail Vanguard®, Traffic Control™, Spinnaker Planning Management System® and others, to obtain a 360-degree view of their operations. Additionally, terminal operators have the ability to connect systems beyond the TOS in order to gain enterprise data on a holistic terminal level.

Users can easily access, filter and drill down on enterprise and operational metrics to glean critical insights and make decisions based on real-time performance. Using their business intelligence tool of choice, users can organize metrics and key performance indicators (KPIs) in a single, self-service dashboard. The platform also allows users to easily add new data without significantly changing data models, as well as store years of historical data for executive-level analysis and planning.

Key features and benefits of Tideworks Insight include:

- **Robust Extract-Transform-Load (ETL) and Change-Data-Capture (CDC)** processes developed by Tideworks allow users to access valuable KPIs, perform data analytics, and create reports without impacting performance of the production database. This enables terminal operators to access and analyze their data without affecting operations.
- **Real-Time and Historical Data** let users make quick decisions based on real-time events and historical trends and create strategic metrics for future planning. For example, the platform allows users to view current yard inventory or evaluate block utilization over time to reveal opportunities for operational improvements. Being able to make quick, real-time decisions as well as long-term strategic plans ensures terminals operate more smoothly and efficiently.

- **Predictive and Preventive Analytics Capabilities** native to the platform enable users to forecast operational issues before they occur, allowing terminal operators to make corrections before events impact performance.
- **Powerful Data Platform** easily interfaces with a variety of business intelligence tools such as Tableau® so users can visualize the data and make more informed decisions. This provides instant benefits from enhanced data visibility and reliable performance metrics, ultimately resulting in smarter business decisions.

“Tideworks Insight has enabled us to identify patterns and outliers so we can quickly improve operations and reduce costs,” said Thomas Rucker, vice president of operations, Manzanillo International Terminal. “As an example, we were using Excel with macros to run a yard density report. Now it’s a dashboard that automatically populates, significantly reducing the time and effort to obtain this information. The Tideworks team provided excellent support throughout our beta partnership and we look forward to continuing to work with them now that Insight is live.”

Tideworks has been working closely with MIT throughout both the beta phase and deployment of Tideworks Insight. During the beta partnership, Tideworks actively monitored product performance, data growth, and data accuracy. Additionally, with feedback from MIT, the Tideworks team built and tested specific metrics that are now available in the product. Additional metrics continue to be added to the product.

MIT went live with Tideworks Insight in April 2017.

About Tideworks Technology

Tideworks is a full-service provider of cost-effective, reliable software solutions for growing terminal operations and shipping lines worldwide. The company helps more than 300,000 users at more than 100 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, a Carrix solution, visit www.tideworks.com.

###

Tideworks Technology®, Mainsail Vanguard®, Spinnaker Planning Management System®, Traffic Control™ and Tideworks Insight™ are either a registered trademark or trademark of Tideworks Technology in the United States and/or other countries. All other product and company names mentioned herein may be trademarks of their respective owners.

Media Contact

Colleen Moffitt

Communiqué PR for Tideworks Technology

206-282-4923 x113

Colleen@communiquepr.com