

TRANSPORTATION & LOGISTICS

# TPS and GETAC:

## Technological Leaders of Shipping Operations in Valparaíso, Chile.

### / Challenge /

With passion and commitment to keep optimizing daily cargo operations, Terminal Pacifico Sur Valparaiso (TPS), the main container terminal in Chile and one of the most strategically important in Latin America, works continuously 365 days a year to move 32% of the cargo transferred by Valparaiso region. Recognized for being one of the most efficient terminals in the world in terms of cargo transfer with annual flows close to one million TEUs\*, which translates into around 9 million tons of cargo transferred. The shipping company has strategically chosen allies to help them to overcome the new global challenges, without neglecting the importance of the human component. Given the need to take operations to the next level, unifying technology and the work of operators, TPS found in Getac and Tempel Group, its local reseller, the ideal combination to bring to fruition a major and rugged technological upgrade in key areas.

### / Solution /

Getac F110 and T800 are the rugged devices chosen by TPS to use the NAVIS system on cranes and tractor-trailers with safety, visibility, accuracy and efficiency. Getac F110 and Getac T800 tablets, both with a portable, slim, fully rugged and ergonomic design, were the ideal solutions for the vehicles of the chain of logistics. Their superior power and performance are able to withstand the rough conditions of everyday work. All the tasks that take place in the yard and the ship are the heartbeat of TPS, and for this heartbeat to be accurate and without pause, the operators' systems are connected to the various trackers, and translated for the operators into specific instructions and tasks that they can easily access from their Getac F110 and Getac T800 devices.

### / Benefits /

Getac tablets have helped operators to enter containers data more accurately, to solve problems efficiently and without assistance, and also to reduce noise pollution from constant and stressful radio communications, as their intuitive system offers greater clarity.

They also improve shift performance because they are effective and fast, eliminating the loss of communication with the trucks. All these accurate and traceable tasks allow for optimal and permanent terminal operations. Each operator today performs an average of 35 tasks. According to TPS, the implementation of Getac's technology has allowed them to identify a significant reduction in waiting times at the start of operations with respect to previous devices; all this with a good acceptance from workers, even among those less familiar with technology.

### / Terminal Pacífico Sur Valparaíso (TPS) /

"I am passionate about my work and performing with excellence, and safety is key. Since the implementation of Getac tablets and software, all the information is now automatically updated. Not having to manually record data significantly impacts the accuracy of my work, as human error is reduced, and it allows me to compete against myself, thereby increasing the efficiency of our operations."

-Gerardo Atiara, TPS tractor-trailer operator and instructor



Getac F110  
Fully Rugged Tablet

## / Challenge /

Providing permanent visibility to loading and unloading operations to optimize performance. TPS has two linear fronts, the main one that is 740 meters long where it simultaneously serves two Post-Panamax vessels, and a secondary front where it serves smaller vessels or project cargoes; in addition to first class equipment to meet the needs of the market and its customers. The pier, the yard and the gates communicate with different lines and different terminal teams, not only in terms of infrastructure, but also in terms of personnel and coordinated tasks that require an accurate, flexible, fast and clear management. "A key point is the yard, a 14-hectare operational area that is the heart of the terminal. The efficiency achieved in this area and the flow of containers loading and unloading makes us a benchmark in the industry. Implementing Navis, the most widely used port operating system worldwide, was a major step for TPS towards innovation and continuous improvement," says Laura Chiuminatto, Assistant Manager of Sustainability at TPS. However, we needed rugged devices for this system with a display appropriate for operators to identify the next task easily and automatically, as well as the exact position of each shipment to carry out the loading and unloading operations in an efficient manner.

Reducing downtime and failures with user-friendly, reliable and truly rugged devices that can withstand harsh weather, rugged operations and drops.

"Before we deployed the Getac tablets in our terminal, the device requirements included having personnel dedicated to solving these issues during operations. For us, it meant having two permanent workers fully dedicated to solving these problems all the time, 24/7. We used to have five or six devices in repair, and just as they were back and repaired, we had to send others with damage or deterioration," states Mauricio Campos Garrido, in charge of support and continuous operations at TPS. When a device was out of service it would take almost an hour to bring it back to operation, from the start of the assistance until it was back. That means a vehicle or crane would be out of service until the system was operational again, not to mention all the work that was affected by this interruption: the crane had to stop, be taken to a safe area for inspection and then the device had to be repaired or replaced.

"This process had several disadvantages due to the time we had to invest in these faults, a cost too high for such a demanding port operation!"

## / Solution /

In partnership with Tempel Group, TPS decided to equip its core operations with Getac tablets. The decision was made not only because of an operational and financial need, but also because of the strategic importance of providing the operating personnel with devices that are more user-friendly to make drivers' tasks easier, improving their safety and efficiency. Getac manufactures rugged tablets designed for highly demanding environments.

Both Getac T800 and F110 tablets have been designed to meet the most demanding standards related to impacts, spills, vibrations and drops without damages or alterations. Both tablets guarantee complete dust resistance and improved water resistance.

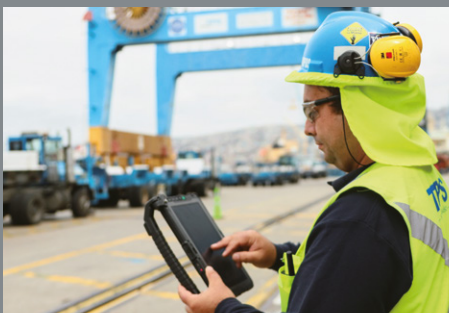
These features are key for TPS geographic location, environmental salinity and daily operating conditions. The implementation of GETAC devices was fast due to its compatibility with TPS systems; its high performance considerably reduced mishaps, practically reducing the failure rate to zero, allowing the company to focus on other strategic tasks.

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"Rugged devices and the "Bumper to Bumper" warranty allow TPS to avoid any interruption in operations, because in case of failure, we send another tablet while maintenance is performed," states Julio Quilongo of Tempel Group.

## / Benefits /

TPS identified the tangible benefits of adding Getac rugged tablets to the main operations.



Not only the displays size improved for better visibility and performance, but problems caused by external operating conditions, such as vibrations, drops, shocks or even salinity, were left behind. Each operator today performs an average of 35 tasks. According to TPS, the implementation of Getac's technology has allowed them to identify a significant reduction in waiting times at the start of operations with respect to previous devices; all this with a good acceptance from workers, even among those less familiar with technology.

Getac devices for daily operations are intuitive, rugged, user-friendly tablets that can be used inside the cabin, under bright sunlight or at night, with the night mode protecting eyesight while keeping screen readability. Users can also make the font bigger or smaller with its tactile zoom function, and it has provided great advantages in terms of productivity, making work much smoother and simpler. No problems have been experienced with the equipment, even with cabins exposed to salty sea breezes, direct sunlight, vehicles vibrations and rough handling due to the nature of day-to-day operations.

## / About TPS /

Terminal Pacífico Sur Valparaíso (TPS) began operations in 2000 as a terminal designed to receive container and multipurpose vessels. It was the first Latin American port with ISPS certification, an international standard for the

protection of vessels and port facilities. This comprehensive and human vision of its daily operations has earned TPS multiple awards, such as the Shared Value Award 2022, recently granted by the Regional Chamber of Commerce of Valparaíso (CRCP), given its efforts to advance in the transition from a comprehensive view of its business and with efficient actions for the sustainable development of the country. Similarly, TPS has been awarded in the past the highest award granted by NAVIS Inspire Award, the Terminal Operations Excellence Award, recognizing its brilliant management in terms of efficiency, productivity, environmental sustainability, safety and functionality, beating other port terminals in China, New Zealand, Brazil, Turkey, among others. For more information, visit [www.tps.cl](http://www.tps.cl)



## / About TEMPEL /

Tempel Group is an international company with more than 40 years of commercial history. They distribute electrical and electronic devices of great consumption and products for energy solutions and industrial engineering. In addition, they offer audit services and execute customized energy, industrial engineering, and energy efficiency projects. <https://www.tempel-group.com/>

