

PRESS INFORMATION

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Fraunhofer CML presents a new study on terminal operating systems at TOC Europe

Hamburg, 26th of June 2014 – More than 4,000 international experts from the maritime industry met from the 24th to the 26th of June at the Terminal Operations Conference and Exhibition – TOC Europe – in London in order to discuss the latest industry developments. Fraunhofer CML was also represented at the three-day conference and presented its new study, "Terminal Operating Systems 2014". It is the completely updated and significantly expanded new edition of the 2012 investigation of the same name. The study provides a detailed overview of the intransparent market for terminal operating systems (TOS), their functional scope and current trends on the market. With a new focus on the perspective of the users by the experts from Fraunhofer CML, "Terminal Operating Systems 2014" offers all potential TOS users a basis for deciding on the system best suited to them.

Terminal operating systems are at the heart of a successful terminal business: They are the key to operational excellence, as well as the efficient utilisation of resources. Because of this, TOS suppliers are constantly developing their software – always in view of current market trends. This is, on the one hand, useful and necessary; on the other hand, however, it also makes choosing a system more difficult for terminal operators. The "Terminal Operating Systems 2014" study by the Fraunhofer CML, which Dipl. Ing. Susanne Kellberger, a member of the scientific team, has now presented at TOC Europe in London, has researched this topic intensively.

"In the new edition of our study, we have focused explicitly on the perspective of the user and offer comprehensive insights into the application of the systems", says Prof. Carlos Jahn, head of the CML. To this end, numerous TOS users were interviewed in a targeted manner about how satisfied they were with their current software solution. They described their personal experience and also provided information about where they saw need for improvement or what functions were missing.

During the course of the investigation it was revealed, among other things, that the users see the areas of optimisation and support for decision-making processes as extremely important components of the TOS. And it is precisely in these areas – as revealed by the interviews – that dissatisfaction is greatest. Such functions, insofar as they were integrated into the TOS used at all, were categorised as inadequate – a clear signal to the software suppliers too: "Our study specifically supports the terminal operators in their decision in favour of a system update or completely new software", states Jahn. "At the same time, however, there are clear recommendations for

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software suppliers on how their systems need to be modified or expanded in order to best meet the needs of the customers", he adds.

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"Terminal Operating Systems 2014" is available from the Fraunhofer Verlag publishing house and can be ordered at www.verlag.fraunhofer.de.

About TOC Europe

The Terminal Operations Conference and Exhibition – TOC Europe – is *the* global meeting point for experts in the maritime sector. Already for the 39th time, more than 4,000 conference participants met between the 24th and the 26th of June at the ExCel in London in order to exchange views on the latest developments in the areas of ports, shipping and logistics. More than 160 exhibitors presented their current products and technologies. In addition to this, at the CSC (Container Supply Chain) Conference that took place within the same context, 120 industry specialists provided exclusive insights into the work of their companies in numerous presentations.

The Fraunhofer CML

The Fraunhofer Center for Maritime Logistics and Services CML develops and optimises processes and systems along the maritime supply chain. The CML supports the initiation and realisation of innovations by private and public clients from the areas of port operation, logistics services and shipping through practice-oriented research projects.