SmartPort Gate Operating System

BROCK solutions

Frictionless free-flow vehicle entry and check-in

Eliminate gate bottlenecks and increase port productivity

Manual processing at gate check-in is time-consuming and inefficient, resulting in operational delays, unsafe highway back-ups and unsatisfied customers.

To stay competitive in freight shipping and passenger travel while complying with increasingly strict border and environmental regulations and working with a transient workforce, vehicle check-in must become faster, automated, and more efficient.

With SmartPort's Gate Operating System (GOS), you can digitize check-in processes for **faster processing** and automate data capture for **maximized vehicle throughput** all while **optimizing the use of existing staff**.

Key Benefits

🚗 Increase vehicle throughput using self-serve check-in kiosks.

👥 Optimize gate staffing with common-use check-in kiosks supported remotely

➡️ Streamline handling processes for special vehicles and exception cases using defined digital workflows

👁️ Increase operational visibility on passenger (PAX), trade, and freight moving in and out of your terminal

📹 Automatically capture and record vehicle data for damage claim cost prevention

📈 Find opportunities for commercialization and increased revenue with historical data and dashboards

❤️ Create a more enjoyable and more predictable passenger experience

🍃 Reduce highway backups and idling to meet sustainability goals

75% *
Decrease in
check-in wait time

300% *
Increase in gate
staff utilization

*based on projected outcomes

See how this is accelerating operations at Rosslare Europort ▶

SmartPort Brings Universal Self Check-In to Rosslare Europort

Rosslare Europort is a RoRo port in southeast Ireland. It is the closest RoRo port in Ireland to mainland Europe and has seen a massive increase in traffic since Brexit. Many processes at the port were manual and paper-based, limiting operational efficiency, accuracy, and the ability to keep up with planned growth.

Brock Solutions was contracted to digitize and automate processes end-to-end at Rosslare with a goal of making it the smartest RoRo port in Europe. Brock Solutions' SmartPort was selected in a competitive RFP process among multiple bidders, based on the solution portfolio, experience, team, and value that Brock Solutions brought to the table.

The scope of the Gate Operating System solution includes:

Vehicle Classification Arrays

Installing and integrating pre-entry arrays to capture vehicle details, dimensions, images, and other metadata. For this hardware and data processing, Brock Solutions partnered with Adaptive Recognition.

Universal Check-In and Self Check-In

At check-in, vehicles will be identified by ANPR cameras to pre-populate booking information. Freight vehicles will be able to check-in at self-service kiosks and talk with Rosslare staff via intercom when they need assistance. A single application works with both approaches and covers multiple ferry lines.

Vehicle Processing Backbone

Vehicles are uniquely identified by their license plate or trailer number and are classified by their type, size, mode of transport, hazardous status, etc. Smart port incorporates a backbone that will ensure appropriate handling for all passenger and freight vehicle configurations. These handling workflows can be matched with shipping line operator product types to ensure all service level agreements are met.

Vehicle History System

For each vehicle timestamped events are recorded, and images are stored, in a vehicle history system to allow the operation to recount the events for a particular vehicle or investigate images when evaluating damage claims, security issues, or operational impacts.

Learn more about SmartPort's GOS Features ▶

Features of SmartPort Gate Operating System

Our vision for gate operations brings modern and digital technologies that are streamlining customer experiences in other industries and move gate check-in operations out of legacy booking systems and into a real-time operational system that empowers port staff to do more with less.

Universal Check-in
Customers can check-in for a booking regardless of vessel operator, meaning fewer kiosks with more balanced usage.
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Vehicle Type Backbone
Built on a backbone of vehicle types and attributes, SmartPort GOS can support PAX, trade, and freight vehicle products from multiple shipping lines.

Vehicle Classification Camera Systems
Through partners, SmartPort integrates with advanced camera technologies to automatically identify vehicles and classify them.

Digital Signage and Traffic Control
Barriers and traffic lights control vehicle flow. Digital signage helps direct traffic to the appropriate yard or lane location.

Remote Support Staff
Gate staff can support exception case check-ins remotely, via VOIP, allowing a single operator to support multiple lanes.

Vehicle History System
SmartPort logs a history of all vehicles through the port. Vehicle images are stored and can be used to verify damage claims.

Customer Friendly Kiosks
Intuitive screens with multi-language support, guide customers through check-in by automatically pre-populating information from a matched booking.
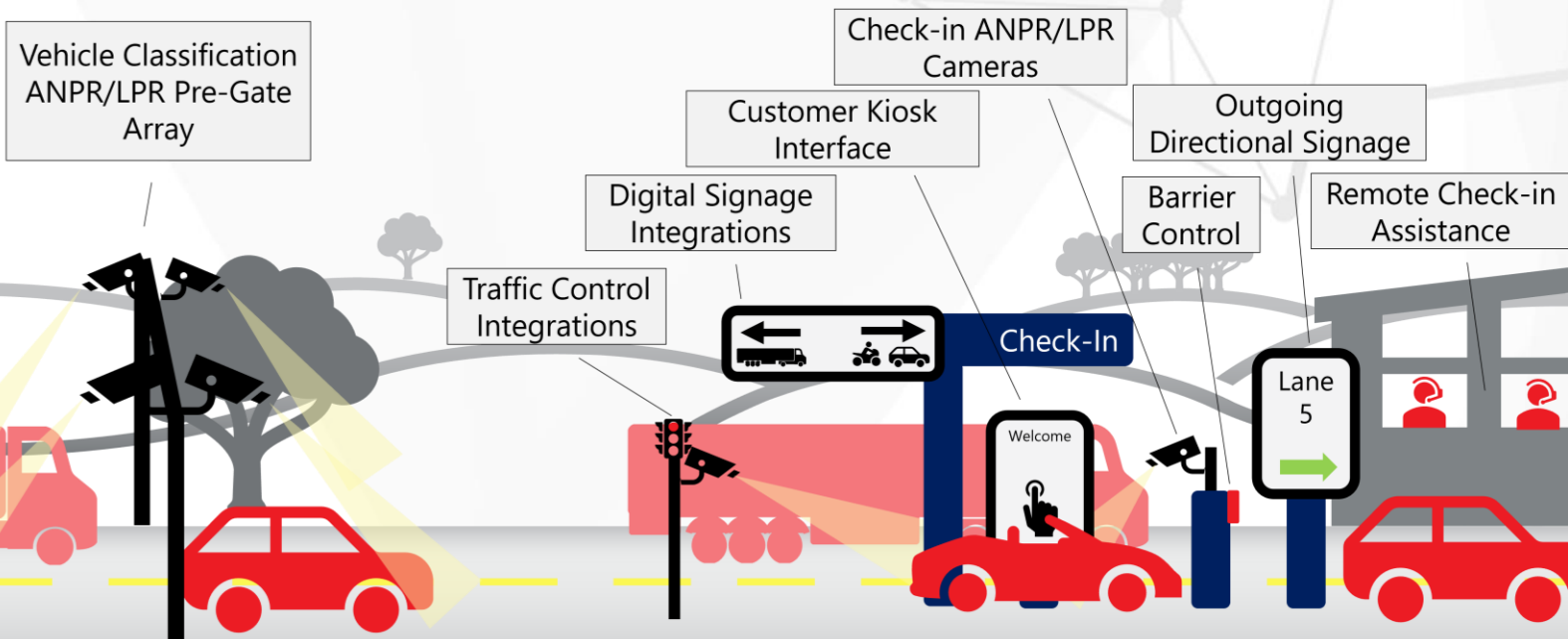
Operational Performance Monitoring
Dashboards for monitoring key performance metrics on gate throughput and check-in times.

Vehicle Classification ANPR/LPR Pre-Gate Array

Check-in ANPR/LPR Cameras

Customer Kiosk Interface

Outgoing Directional Signage

Digital Signage Integrations

Barrier Control

Remote Check-in Assistance

Traffic Control Integrations

Check-In

Welcome

Lane 5