



# SmartPort High-Tech Operations



End-to-End Support, Sustainment and Continuous Improvement  
for Digital Operational Systems



**As more technology enters the operational environment, how your systems are leveraged to drive business value is key. Go-Live is just the beginning.**

Operational needs are growing increasingly complex as organizations face increasing volumes, labor shortages and the need to adapt to interconnected technologies quickly. Many organizations adopt a reactive "break and fix" support model for technology and operational needs. However, a better approach is that of a **proactive landscape that drives value from your technological investments**. High Tech Operations focuses on the outcomes that matter most to you and your business.

To accomplish this, we leverage our local and distributed teams and their knowledge of your systems and operations to implement **scalable, value-focused solutions** that enhance the efficiency of your operations and maintenance.

**Don't just keep your operations running. Make them run *better*.**



Consolidate  
Service Roles



Improve Operational  
Efficiencies



Reduce Manual  
Touchpoints



Eliminate Technology  
Obsolescence

**\$1.7M<sup>\*</sup>**  
Annual Savings

**30%<sup>\*</sup>**  
Increase in Overall  
Operational Effectiveness

\*based on outcomes in other industries

*Learn more about Brock's proven HTO approach ►*

# High-Tech Operations

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for Digital Operational Systems



## Our Proven Approach

### 1 HIRE

We hire a local resource who integrates with the project team

### 2 TRAIN

They learn your system & environment

### 3 ASSIST

They assist with project development, commissioning, & testing

### 4 ENGAGE

They become your primary point of contact on day-to-day operational engagement

## Features of High-Tech Operations

Your operational success shouldn't depend on the time of day. From 24x7 support to preventative maintenance to fully managed services, a full-time onsite Brock resource can perform a wide spectrum of services offerings based on these six critical areas of your operation:



### Incident Response & Resolution

Minimize operational disruptions, maximize recovery time and prevent issues from recurring with guaranteed response times from our 24x7 remote support desk and dedicated on-site Brock resources.



### Cybersecurity

Get ahead of threats and ensure compliance with evolving regulatory regulations by working with us to distill your cybersecurity needs into a clear set of priorities.



### Preventative Maintenance

Identify potential system issues before they become problems and avoid costly repairs from unexpected breakdowns by streamlining your maintenance processes based on data gathered from your operations.



### Performance Analytics

Pinpoint bottlenecks and areas for improvement to find out what your systems are capable of by leveraging the power of data to gain a complete picture of your systems' functioning.



### Continuous Improvement

Leverage quantitative and qualitative insights to improve system performance and reliability and make valuable improvements to your processes without waiting for approvals or new funding.



### Change Management Governance

Implement pragmatic change management processes to ensure that all changes to processes and systems are carefully documented, tested, and communicated. This process helps to minimize the risk issues that could negatively impact operation.

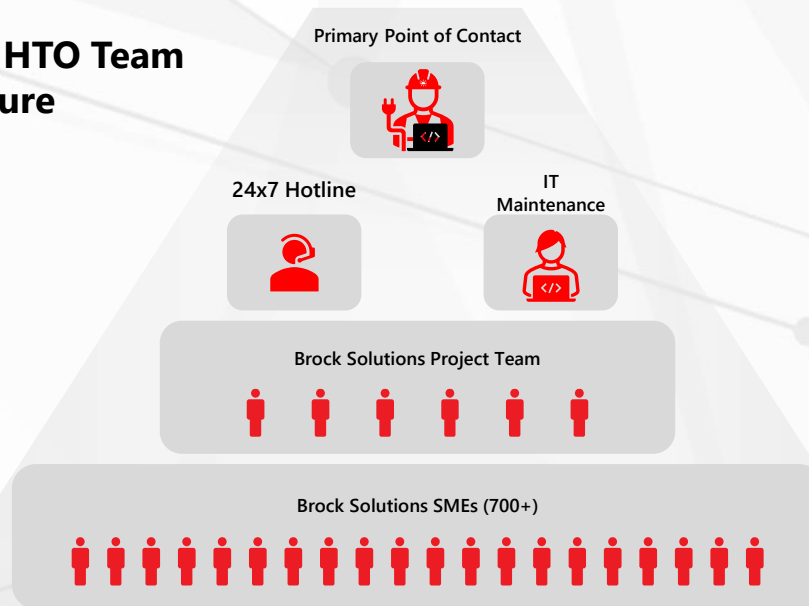
*See how Brock has utilized this model to improve O&M with our customers ►*

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## Brock HTO Team Structure



San Francisco International Airport

**15+ Year Partnership**

### 2 Dedicated On-Site Support Resources

- 24x7 Hotline Access for Off-Hour Calls
- On-Site Incident Support
- Performance Analytics
- Continuous Improvements



**10+ Year Partnership**

### 1 Dedicated On-Site Support Resource

- 24x7 Hotline Access for Off-Hour Calls
- Preventative Maintenance
- Continuous Improvements



**15+ Year Partnership**

### 2 Dedicated On-Site Support Resources

- 24x7 Hotline Access for Off-Hour Calls
- On-Site Incident Support
- Performance Analytics & Preventative Maintenance
- Continuous Improvements
- System Governance

At Brock Solutions, we understand that Digital Transformation is more than just buzz words. We make it our business to bring automation to your operations, so you can focus on your business. To talk to an expert or schedule a demo, scan the QR code or contact us at:

Web: [brocksolutions.com/ferry-ro-ro-terminals](https://brocksolutions.com/ferry-ro-ro-terminals) | Email: [ports@brocksolutions.com](mailto:ports@brocksolutions.com)

