



SmartPort

High-Tech Operations

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





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^{*}
Annual Savings

30%^{*}
Increase in Overall
Operational Effectiveness

*based on outcomes in other industries

Learn more about Brock's proven HTO approach ►

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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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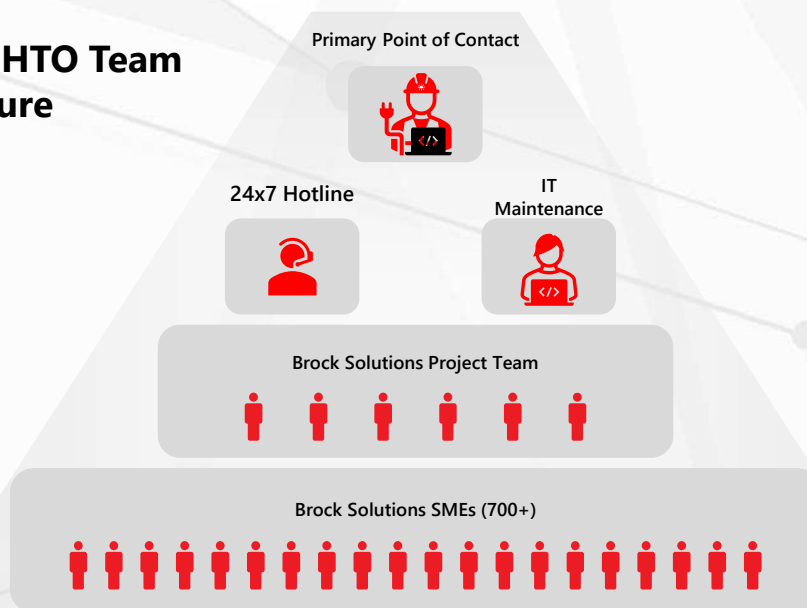


SmartPort



BROCK
solutions

Brock HTO Team Structure



MAJOR INTERNATIONAL WEST COAST 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



MAJOR CANADIAN AIRPORT

10+ Year Partnership

1 Dedicated On-Site Support Resource

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



FLORIDA-BASED CATEGORY X AIRPORT

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 | Email: ports@brocksolutions.com



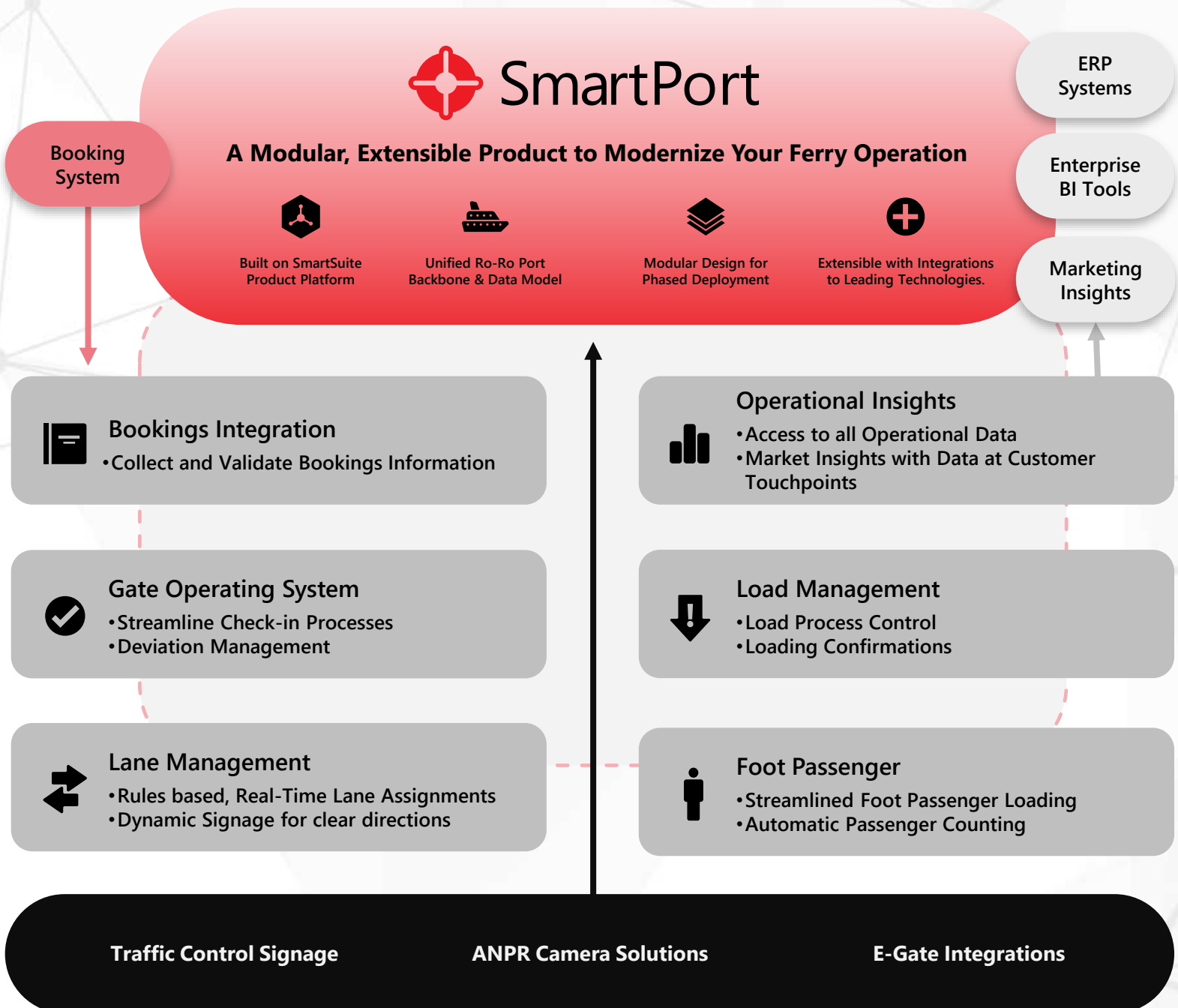
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Take Control of Your Port Operations with SmartPort

SmartPort is built on a modular platform, which means you can choose which new features, capabilities, and integrations you need now, and which to add as your business grows



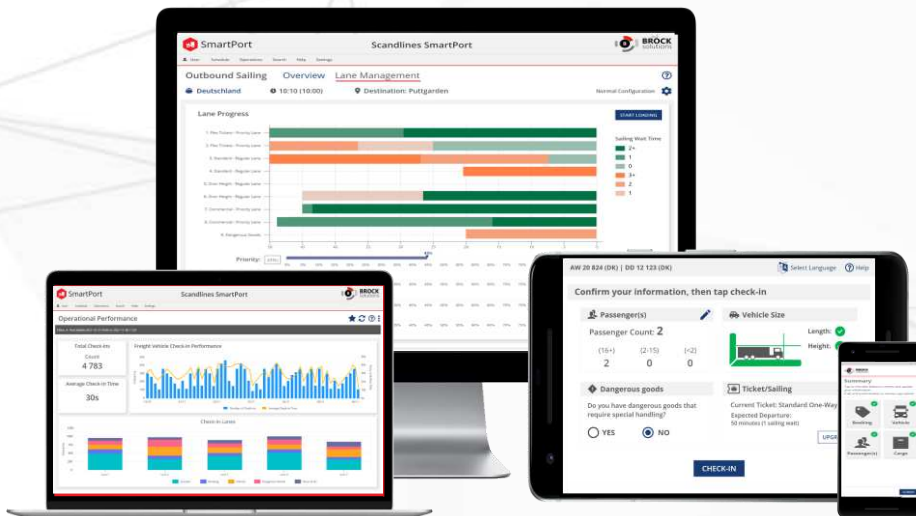
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Built on the SmartSuite Platform

An Enterprise Platform for a consolidated, Real-time View of Operations, through a Single Pane of Glass.



Centralizing Data,
Enterprise-wide



Real-Time
System Monitoring



Modular
Functionality

20+ Years of Product
Development



150+ Product
Development
Resources



Real-Time
Operational Screens



Custom Dashboard
Framework



Advanced Searches



On-Prem &
Cloud Deployable



Users and Groups
Permissions



Active Directory
Authentication



Mobile Friendly
Design



3rd Party
Integration Support



Open Data Model
BI Integrations

Why Engage Brock Solutions to Digitize Your Port Operations? ►

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Why Engage Brock Solutions to Digitize Your Port Operations?



Extensive Digital Transformation Experience

As an independent systems integrator, large digital transformations are core to our business. We specialize in replacing manual operations with automation and real-time operational software by automating tasks and functions to drive operational readiness.



Operations-First Mentally

At Brock, we take the time to get to know your day-to-day operations, understand the challenges you face, and develop a strategy that will help you achieve your goals, benefiting early on with "quick wins" instead of waiting until the end of a long deployment.



We Have a Long-Term Partnership Approach

The pillars of Brock Solutions are partnership and flexibility. Our success is measured by our customers success. We aim to understand your business completely, and in doing so, we help transition your workforce to a new digital world.



SmartSuite, a Proven Product Platform

Our solution platform - SmartSuite - along with our Port Terminal System, SmartPort, has years of market experience in many industries and is a proven integration, messaging, and visualization platform at its core.



BROCK
solutions

The Largest Independent System Integrator of Real-Time Software in North America

We specialize in Large Digital Transformations.

\$200
MILLION
PER YEAR

700+
INDUSTRY
PROFESSIONALS

35+
YEARS
EXPERIENCE


EMPLOYEE
OWNED



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 | Email: ports@brocksolutions.com

