



OAS

More rights
for more people



IPCSA

International Port
Community Systems
Association



CIP

Inter-American
Committee on Ports

How to set up a PCS

Hans Rook

Ambassador IPCSA

Rotterdam, July 13th 2023

How and where to start a PCS development

“A Port Community System is not an IT project, but a change management project.”

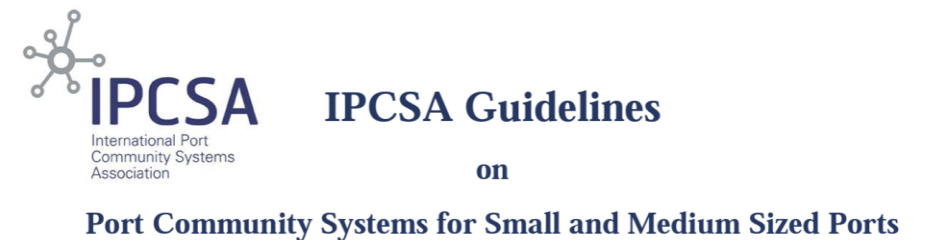
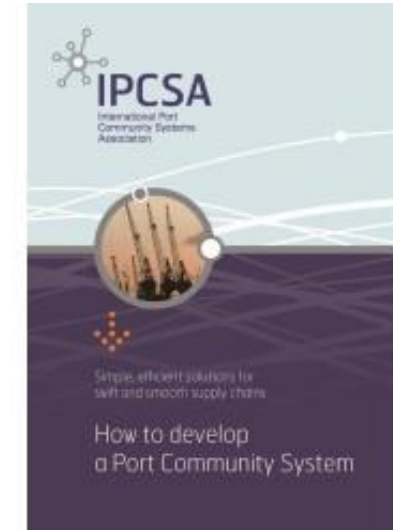
Javier Gallardo, Chairman IPCSA

- Change management is key.
- Involvement of the community from the start is essential for the success of having a PCS that fulfills the requirements.
- The community includes all stakeholders – business and government agencies that have an interest.
- Actually all parties involved in the transport logistics in and around the port.

What steps need to be taken in order to create a PCS / SW for your port

IPCSA has published two documents that briefly describe these steps:

- How to develop a PCS
- PCS for Small and Medium sized Ports



How to develop a Port Community System

The Twelve Actions

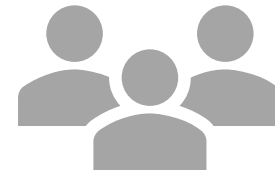




Two major steps I will
highlight today:



Governance



Change management

Who takes the initiative

Globally seen, in most cases the Port Authorities take the lead.

- It is their aim to have the best utilisation of the port infrastructure.
- Next to Waterways, Quays, Terminals, Inland haulage facilities (road, rail, inland waterway), **Logistics** is a part of the critical infrastructure

A Port Community System is seen as a critical factor to reach this goal.

- Although in most cases it is their initiative, still decisions have to be taken how to establish same.
 - Who will be the shareholder(s).
 - Will it be a separate department within the Port Authority agency.
 - Or a separate public either private entity.
 - Will the scope be a business model based on non profit or profit centre.

Important to make this decision before any next step.

Change management

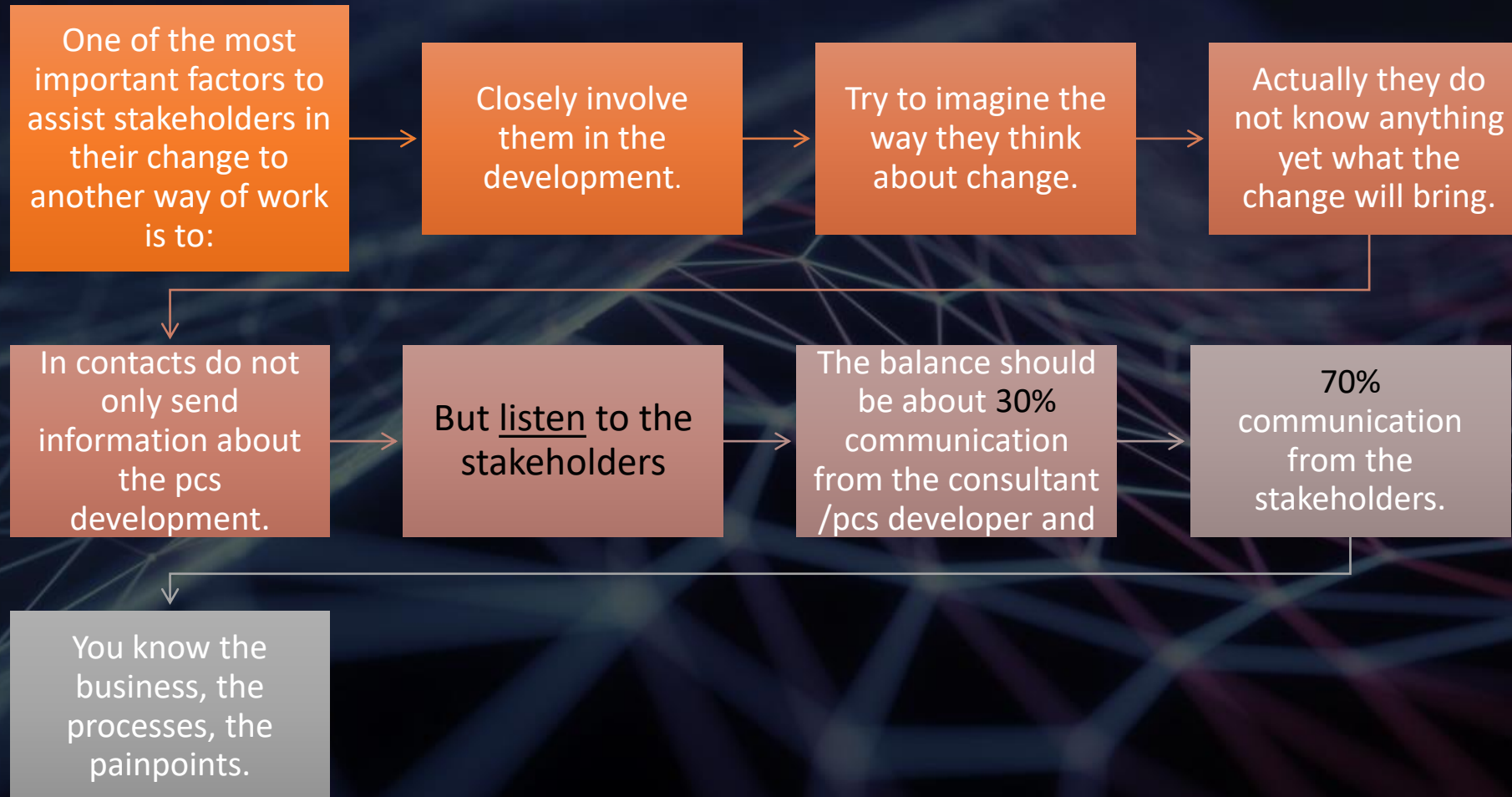
**Commitment and willingness
to change by all of us**



Stakeholder management

- The most important part in PCS development is the human factor.
- Support and commitment from the stakeholders is essential.
- Without this, it is useless to start development.
- Transparency about the intended development as people will be reluctant to accept.
- Good, timely and open communication is essential.
‘Say what you do, do what you say’
- Essential aspects:
 - Neutrality of and Trust in the party that will operate the PCS.
 - Emphasize that the PCS is meant to finetune and enhance the port processes.
 - And is not meant to interfere in the business competition.
 - Datasharing is key for better performance and data quality.
 - One source of information so the same information for all stakeholders.

Involvement of the community



Change management aspects

TRUST is key!

Examples:

- Change from bilateral communication to share information.
- From verbal communication to usage of Notepads/SmartPhones, EDI, Machine to Machine.
- Physical distribution of documents to electronic data exchange.
- From physical transport and visits to the various offices to more inside office related work.
- You can add a lot of value to yourself and your business partners in helping each other to make the use of the PCS services as transparent as possible to your end-users.



IPCSA is there to support you

IPCSA has carried out a PCS Global Study in close cooperation with its members.

This study represents an overview of all aspects involved in the development of a PCS.

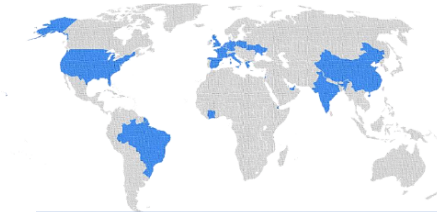
A document with great depth in the processes to be performed, described from practice.

No theory, no high university content, purely 'as is'

IPCSA PCS global study summary

PCS Global Study

Have you heard about the IPCSA PCS Global Study?



62 % of IPCSA members participated

IPCSA-led study based on a survey of 25 PCSs from different countries.

The study is composed of five sections (PCS Services, Governance & Business Model, Change Management, Laws & Regulations, and Technology). Expert opinion is also given on the findings of each section.

Change Management

- Strategies used to convey the importance of PCSs projects
- Most valued benefits of PCSs
- Feedback on the main reasons why a PCS project may be rejected
- Main causes of delays in PCS projects
- Individual stakeholder reaction to PCS projects
- Training activities during the implementation and operation stages of a PCS

Governance & Business Model

- Type of financing most common in the early stages of a PCS
- Trends in the PCS operating models
- The level of dependence of containerized cargo in terms of PCS revenue
- Major Operating Expenses of a PCS
- Total workforce of a PCS
- Profitability prospects of a PCS in the near future

PCS Services

- Type of traffic and processes that are handled by PCSs
- Type of cargo traceability services currently offered by PCSs
- Type of services that PCSs are focusing on in the next 5 years

Technology

- Technology and Standardization
 - Most prevalent PCS ICT architecture, IT implementation & communication channels
 - Most common technology standards used in PCSs
 - Disruptive technologies in PCSs
- Cybersecurity
 - Cybersecurity strategies and tools used
 - Standard/Guidelines applicable to PCS operations
- Digital Platforms
 - Most widespread Digital Platforms and other systems interfaced to PCSs
 - Advances in innovation in the PCS environment

Laws & regulations

- PCS Services: Mandatory or optional. Trends and practices
- Common PCS practices: terms and conditions, service level agreements, cybersecurity, data sharing policies
- PCS as a valuable instrument with which to comply with different laws and regulations



Become an IPCSA member to learn all about the PCS study and a lot more!

 **IPCSA** | Join us

License conditions / costs PCS Global Study



One time license for own usage of the study.



Free of charge for our existing members



Port authorities, Single Window operators, (potential) PCS operators who will apply for membership.

Costs based on members' yearly fee minus the fee paid on the basis of membership from a certain month of the current year.



Consultancies can buy a one-time license on request





CIP

Inter-American
Committee on Ports



Thank you for your attention



For further information on IPCSA, NoTN
and the PROTECT Group please contact:



<https://ipcsa.international>
<https://notn.ipcsa.international>
<https://ipcsa.international/protect>

Nico de Cauwer
Secretary General
nico.decauwer@ipcsa.international
Tel 0032475484003

Inga Morton
General Manager, IPCSA
inga.Morton@ipcsa.international
Tel 0037129273218

Javier Gallardo
Chairman, IPCSA
Javier@ipcsa.international
Tel 0034696400624

Hans Rook
Ambassador, IPCSA
hr.chairman@ipcsa.international
Tel 0031622413098