

Case Study

PORT OF CALAIS

Calais, France

Branch
Traffic Management

Project
Efficient high-performance workplaces for 24 hour operation in the coordination centre of Port de Calais.





Client

Located on the busiest maritime traffic strait in the world for international shipping, the Port of Calais together with the Port of London handle one third of all seafaring cargo passing between continental Europe and the British Isles.

In 2014, nearly 11 million passengers used the port facilities. Freight tonnage traffic passing through Calais exceeded 43 million tonnes and broke the previous year's record.

Challenge

The Port of Calais renovated its coordination centre in 2015 in order to improve its overall quality of service. The centre is responsible for the coordination of information between all the various stakeholders at the port; shipping companies, security services, operations, French and English customs, border police, travellers, etc. The centre manages multiple IT platforms such as those for job information, paid parking lots, billboards for travellers, various digital signage, road traffic control, AIS (Automatic Identification System), and more.

Teams of three agents each work in shifts around the clock, as the port operates 24 hours a day, 7 days a week, 365 days per year. The working environment consists of multiple computer systems with varying operating systems, a wide variety of screens as well as digital and analogue cameras. As the number of managed systems has increased significantly in recent years, not enough attention had been paid to optimising ergonomics. The centre had a multitude of screens of different sizes, a variety of interfaces, unlike keyboards and desks, and lots of local computers generating ambient noise and heat.

The Port of Calais went out to bid in 2014 and requested a technical solution to optimize, modernize and simplify workflows for their agents, all within a limited budget.

Solution

The redesign of the operator positions was based upon a thorough workflow analysis by WEY Technology engineers and Port of Calais staff members. The solution provides efficient, high-performance workplaces in accordance with given logistical and infrastructural restrictions.

Facts & Figures

WEYTEC distribution PLATFORM

- Multi Screen Sources
- Camera
- Supervisory Console
- WEYTEC Rack

MK06 Multifunctional Keyboards

- Supervision Station
- Operator Station

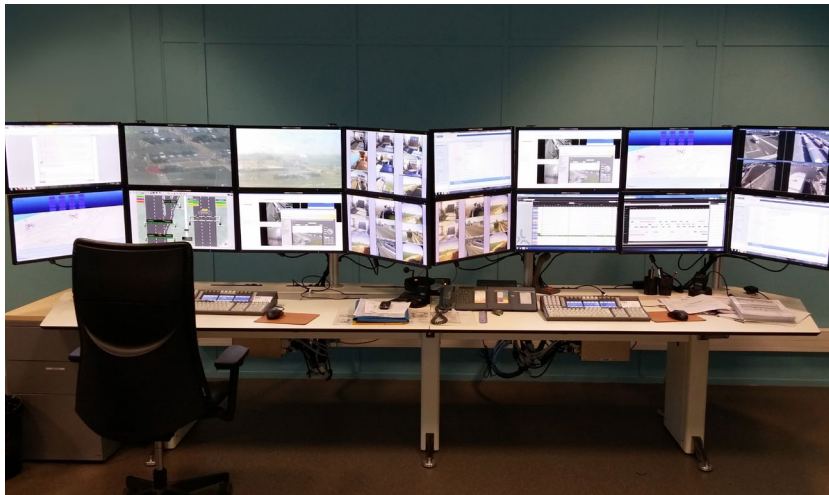
IP Remote

EIZO Monitors



Why WEYTEC?

According to the customer, WEY Technology Sarl presented a solution which fully met the Port of Calais' requirements with a high quality system at an acceptable price. The WEYTEC Solution is user-friendly and quick to install, and the quality of customer service is excellent.



WEYTEC high performance workplaces

Benefits

Ergonomic improvements for on duty operators are considerable. Noise formerly generated by PC fans in the workplace belongs to the past, the working environment is now quiet. Previously, the operators needed three to four keyboards to access and control all their sources. Now each position is outfitted with a single WEYTEC multifunctional keyboard and eight LCD screens displaying all the active sources. Hotkeys and programmable keypads are used to directly access the most commonly used applications. The MK06 Multifunctional keyboard integrates all VMS (Vessel Monitoring Systems) systems, access control, and fire and other alarms, facilitating direct interaction with all these applications without the installation of additional software. And the brightness of the new high-resolution EIZO monitors adjusts to the lighting level in the room, reducing eyestrain.

Testimonial

According to the Project Manager at the Port of Calais, "We are completely satisfied with the solution deployed by WEY Technology. It is perfectly suited to our needs, scalable, intuitive to use and ergonomic". Further, "The installation on our premises was carried out very efficiently, and the team of WEYTEC engineers always listened very carefully to our requirements. Finally, the whole project was realised without any operational disturbances to the ongoing work of the operators."