

Navigating uncertainty in terminal operations

Resilience through digitalization

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KONECRANES



The New Reality

21st century port operations exist in perpetual uncertainty.

- COVID and beyond: Black-swan events becoming more regular
 - Extreme weather
 - Geo-politics
 - Cyber attacks
 - Trade flow uncertainty

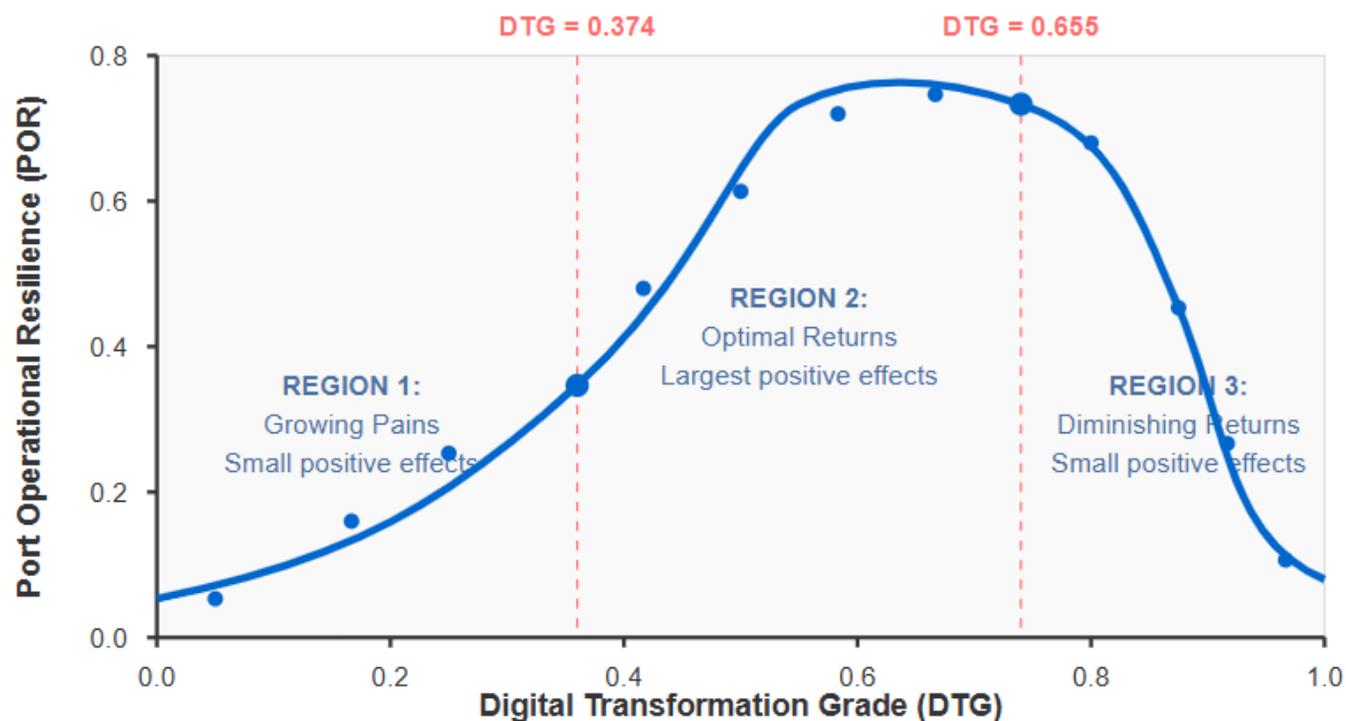
The Vulnerability Paradox

- Efficiency and resilience can move in opposite directions e.g.
 - Global integration means local disruptions cascade world-wide
 - Interconnected systems create unexpected dependencies
- In turbulent times, building resilience is something our customers are talking about, and so are we



The Digital Resilience Advantage

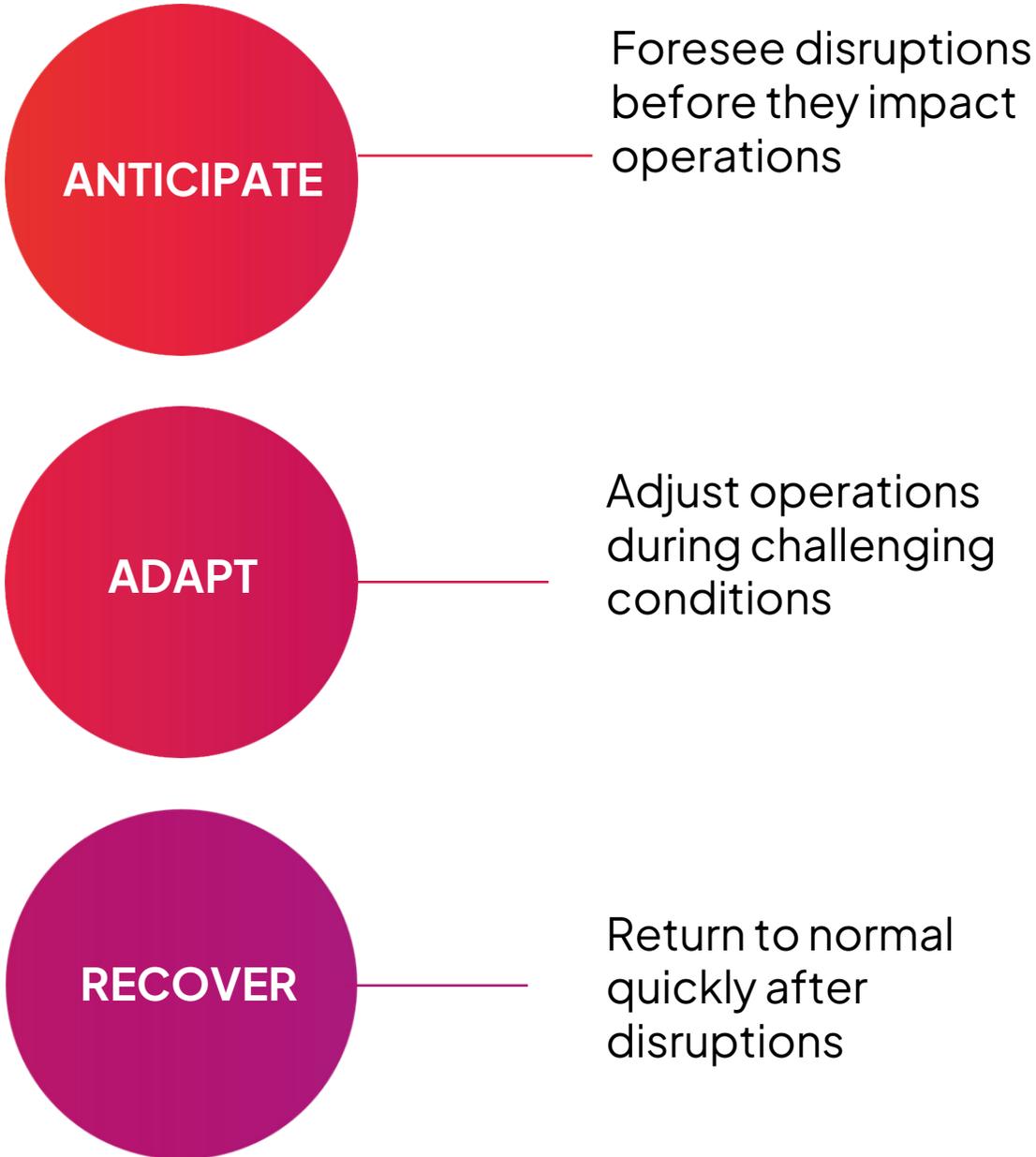
Research confirms: Digital maturity enhances resilience during disruption.



- 3,500+ port operations
- 334 companies
- Studied over a decade
- Strong correlation between digital transformation and resilience
- Higher digital maturity = stronger performance during disruptions

Three Dimensions of Resilience

Digitalization strengthens a terminal operations' ability to anticipate, adapt, and recover.



ANTICIPATE

Foresee disruptions before they impact operations

ADAPT

Adjust operations during challenging conditions

RECOVER

Return to normal quickly after disruptions



Anticipation Bothra Shipping

Bothra Shipping Services run India's second-biggest fleet of mobile harbor cranes.

Let's watch their story of anticipating disruption.

**A story of
anticipation
and
resilience.**



Anticipation

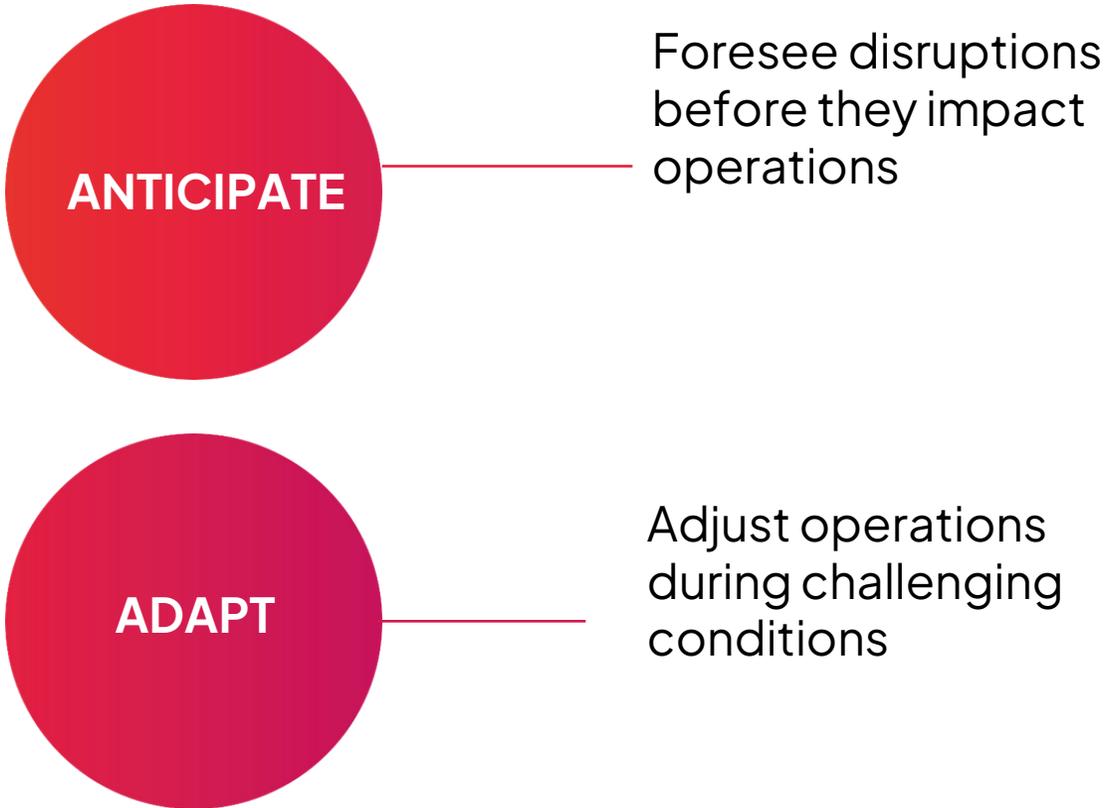
Data-driven risk detection

- Proactive risk assessment is continuous and automated
- Planning supported by real-time operational data
- Early warning systems built into each crane



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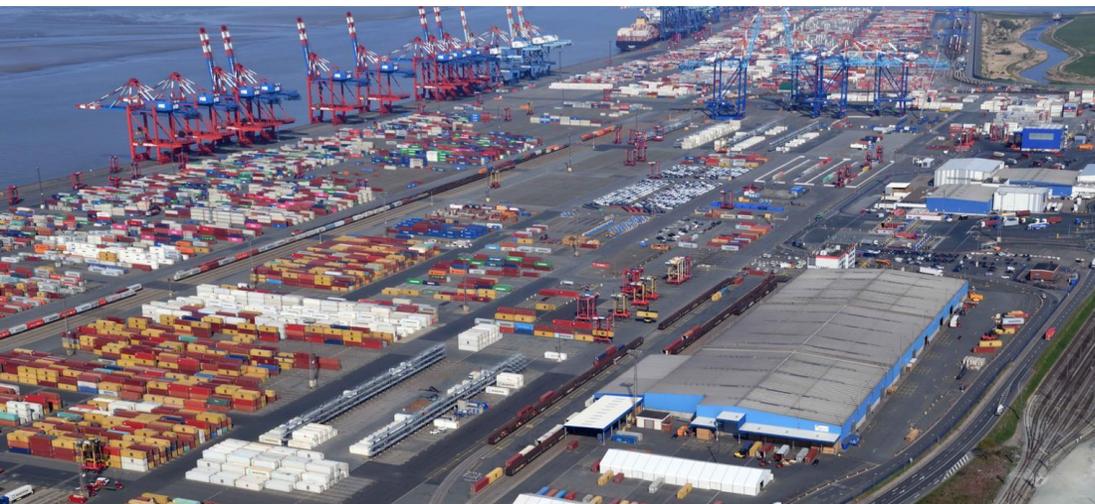
Adjust operations during challenging conditions

Adaptation: Eurogate

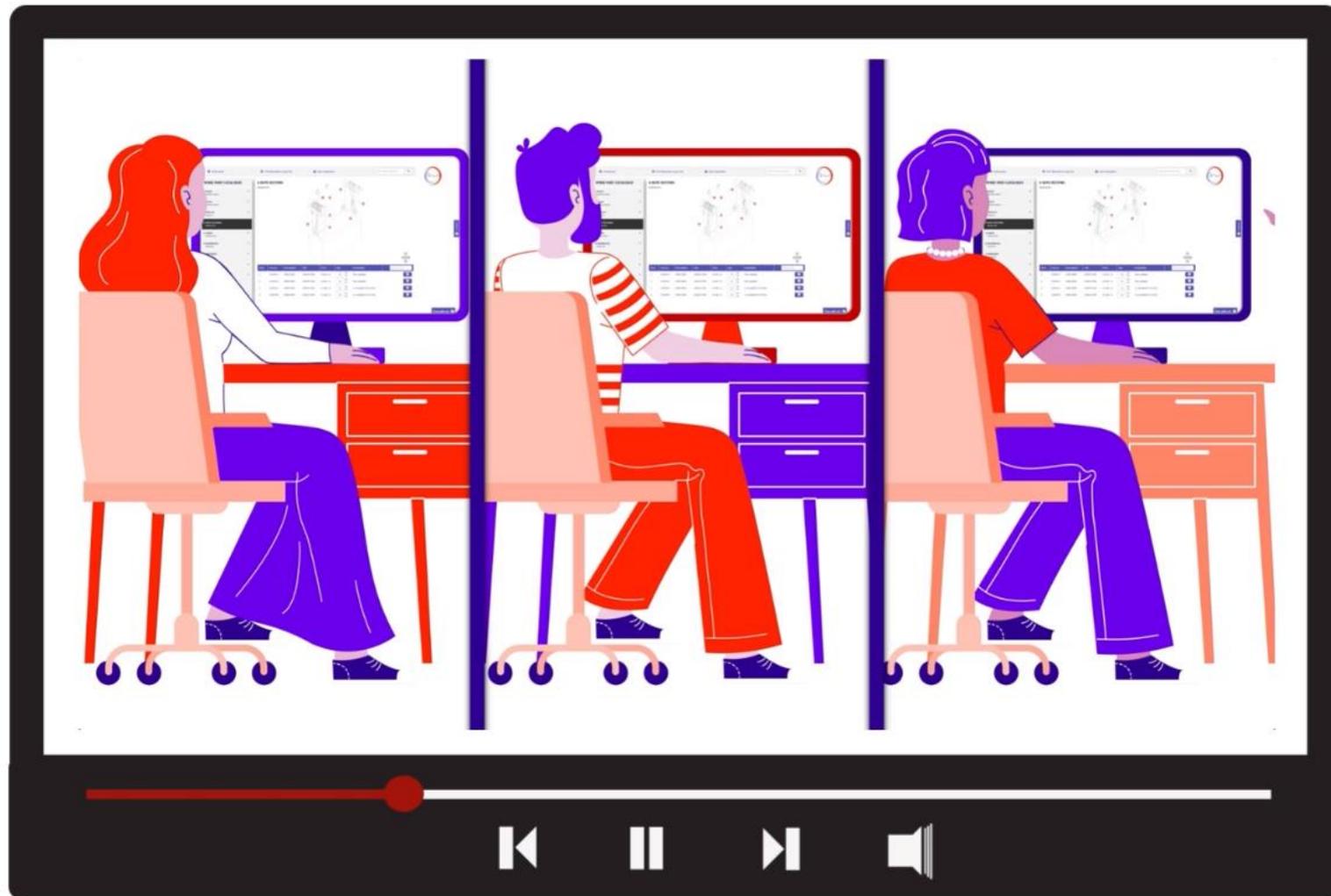
Eurogate operates 12 terminals in Europe and across the Mediterranean.

In 2023, we integrated our Spare Parts API directly into their ERP system.

Let's see how this affected their ability to adapt in a crisis.



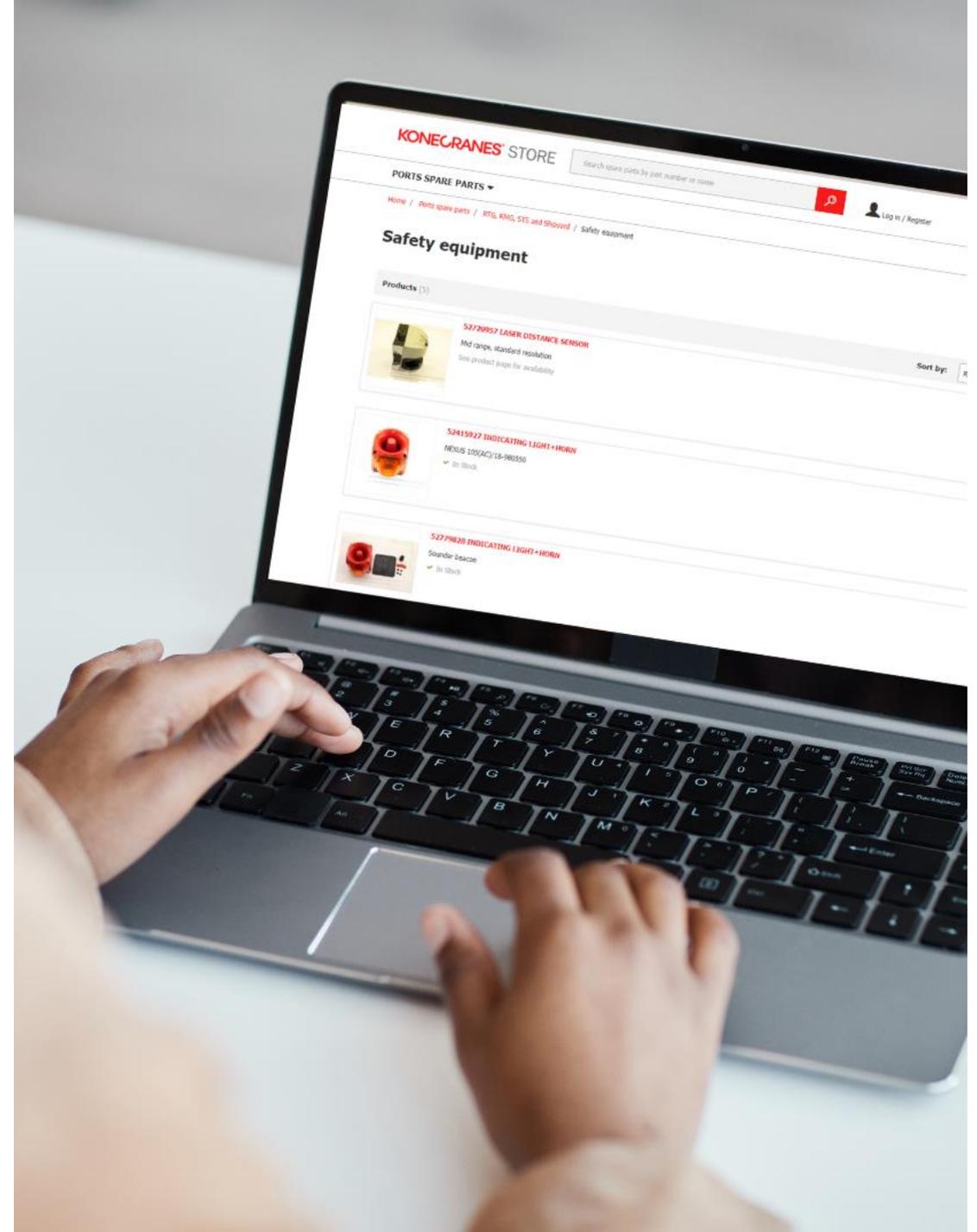
A story of
adaptation
and
resilience.



Adaptation

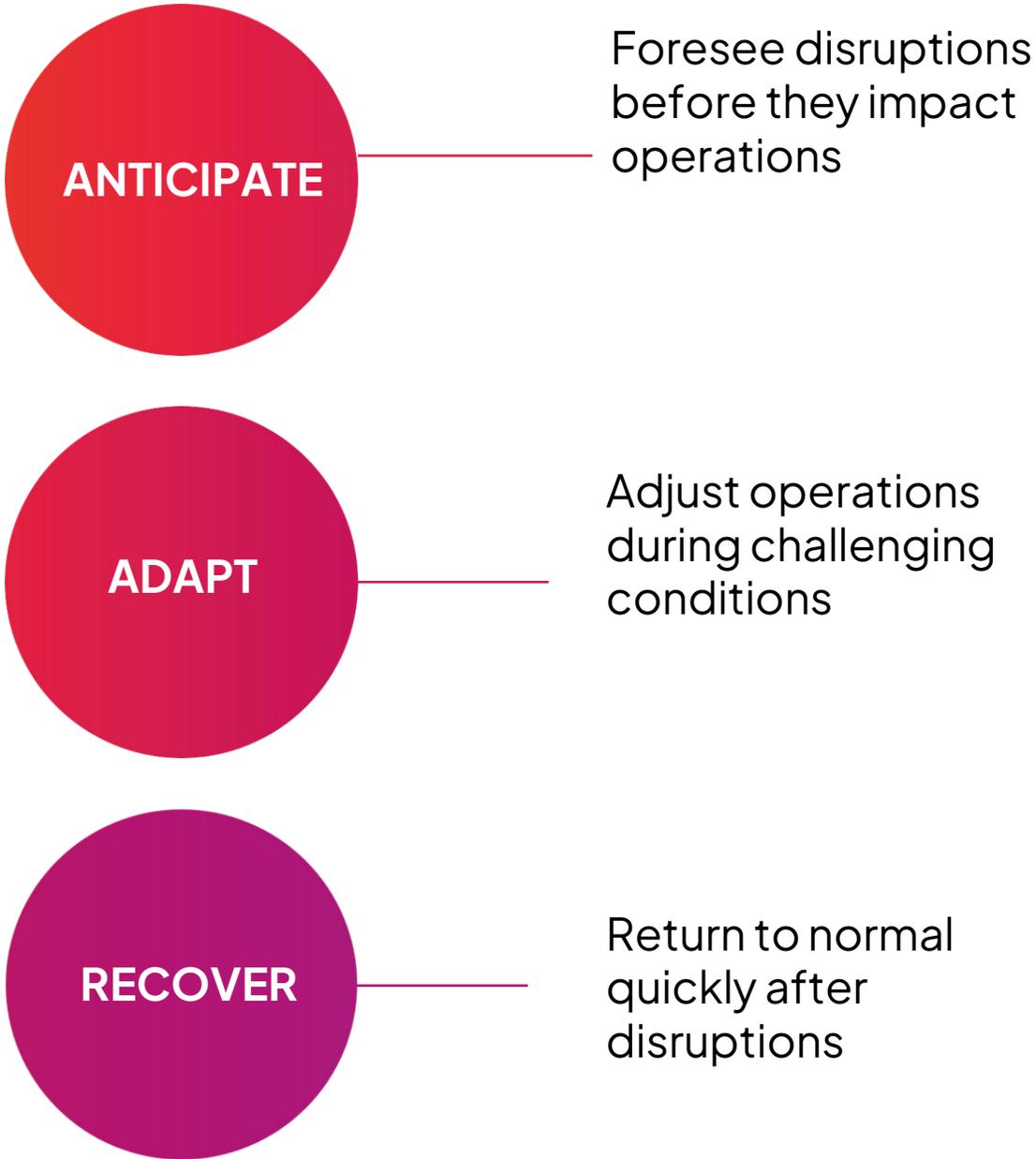
Quick reactions in a crisis

- Procurement and technical teams on single platform
- Zero-friction reduces response time during emergency breakdowns
- Immediate visibility of availability and lead times enables faster crisis decisions



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Recovery: Automated terminal

Six automated RTG cranes in the yard of a 24-hour terminal operation.

They experienced a mystifying mid-shift stoppage on one of the cranes, repeatedly, over the course of a week.

Let's watch their story of recovery.

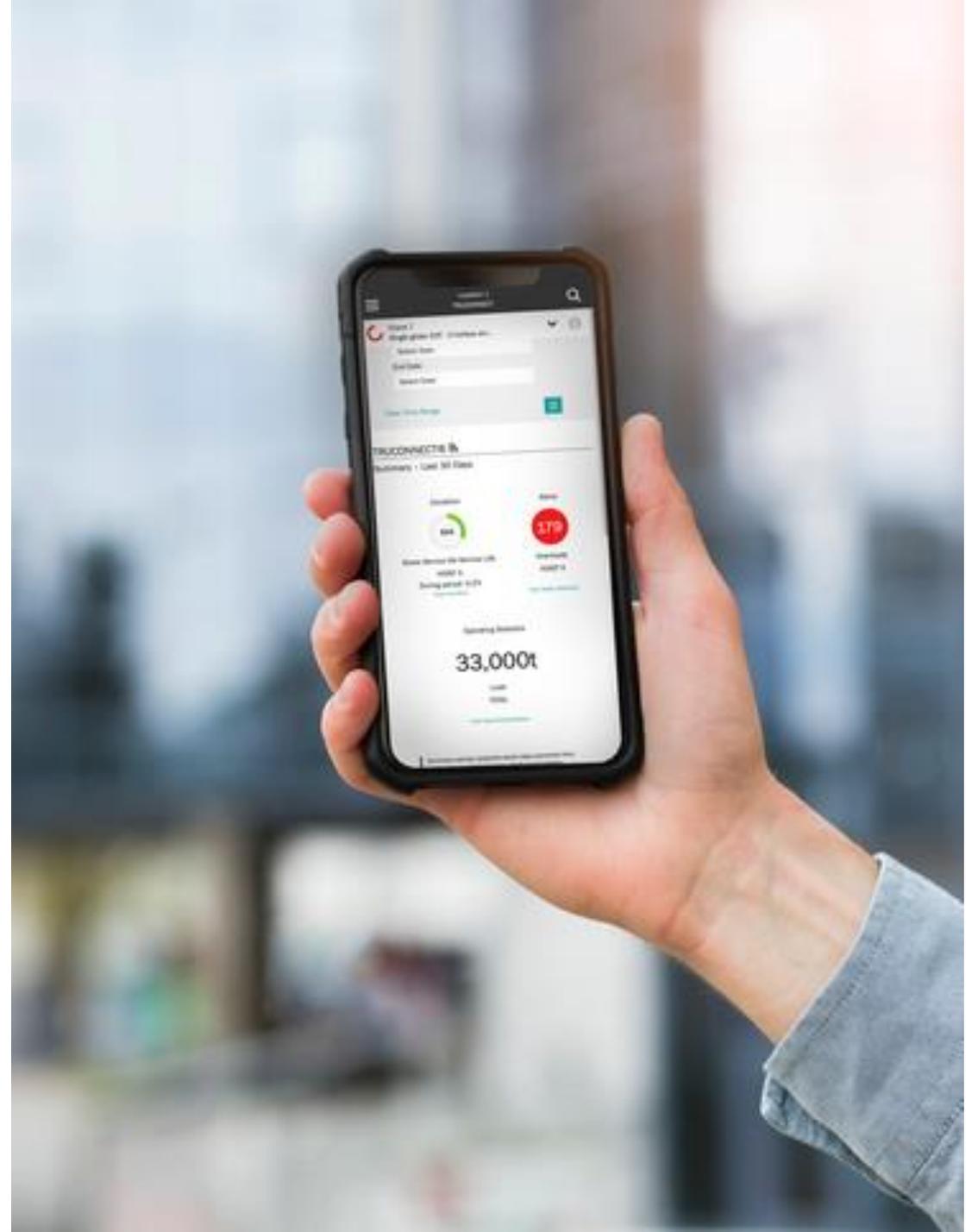
A story of
recovery
and
resilience.



Recovery

Rapid diagnostics and remote support

- Engineers connected remotely for quick and accurate diagnosis
- Quality data ensured the root cause analysis was accurate
- Expert workaround ensured an immediate resolution and recovery.



IN CONCLUSION

1. In a volatile operating environment efficiency may increase operational vulnerability
2. Digital transformation build resilience
3. Build resilience through digital evolution, not revolution



Thank you.

PAOLO DAZI

SVP Port Services

Konecranes

