Customer Success Stories :

Client: A large port complex in Africa

Context: The client, one of Africa's leading port complexes, manages a vast network of maritime and logistics activities. To ensure the safety and smooth operation of these activities, strict management of patrol teams was essential. However, the lack of real-time traceability made it difficult to monitor field movements and reduced the efficiency of interventions.

Challenge: The client faced difficulties in effectively supervising patrol teams in such a large and dynamic environment. The absence of a centralized tracking system limited the teams' ability to respond quickly to incidents.

Tracup Solution: Tracup provided a centralized platform for managing field security agents, allowing real-time tracking and monitoring of patrols and interventions. With detailed traceability features, supervisors could now monitor patrols, receive alerts in case of anomalies, and optimize security responses.

Results:

- Significant improvement in patrol efficiency, with better mission distribution and increased real-time visibility of interventions.

- Reduction in security incidents thanks to better coordination of field teams.

- Noticeable enhancement in emergency response times.

The port complex greatly improved the management of its patrols, enhancing both security and operational efficiency with the help of Tracup.