

## DUBAI PORTS WORLD IMPROVES PORT SAFETY

*Workforce mobile platform from Arrow Labs transforms port security operations, achieving field automation*

DP World is a leading enabler of global trade and an integral part of the supply chain. DPW portfolio operation of 78 marine and inland terminals supported by over 50 related businesses in over 40 countries across six continents with a significant presence in both high-growth and mature markets.

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*To stay inline with the organizations vision, an objective was set to reduce the current incident response time and create an electronic logbook of all captured incidents centrally stored to replace paper based logs. DPW Security set to deploy a solution that can integrate with existing infrastructure, comply with security standards and provide value added capabilities to fully utilize the security workforce.*

**DPW Security Management Team**

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### Setting an aggressive safety improvement objective

About 3 years ago, DPW security management set out a new objective to improve port safety operations by drastically reducing incident response time. Over the years DPW facilities grew exponentially to provide cutting edge maritime, transport & logistics services to a global audience.

Dubai facilities expanded rapidly with Jebel Ali Port reaching a size over **134 square kilometres** making it one of the world's largest ports. The Huge geographical footprint gave rise to a number of complexities for the security management team. Paper based logs and disparate systems created difficulty in gathering information and presented challenges in coordinating response to various incidents in a timely fashion. This complexity placed a huge burden on the security officers to make informed decisions and resolve incidents quickly to ensure port safety compliance standards.

To achieve this goal, DPW needed to identify key areas of the security apparatus that can be improved to achieve a safer environment with lower response times.

### Creating a comprehensive field force management platform

Dubai Ports World security team engaged Arrow Labs to help create a comprehensive solution for managing the officers and accurately capture information from the field to be readily available for decision-making and incident resolution actions. DPW desired for innovative automation to streamline field response in order to meet the set objectives.

The Arrow Labs MIMS platform provides a unified workforce management solution that integrates with key back end systems and manages field data capture via mobile devices. The platform includes business process management capabilities that facilitate automation in operations. Some of the key features of the platform include:

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### Solution Components:

- MIMS SERVER
  - MIMS MOBILE
  - MIMS DUTY ROSTER
  - MIMS INCIDENT
  - MIMS DISPATCH
  - MIMS TASK
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- Communications capabilities to ensure in process communications are properly sent, received and acted on. For example, control room operators can dispatch a Task to a field officer, track its progress and follow compliance procedures. Or a field officer can raise an incident from the field; attach media and information for the control operator to respond with required resolution procedures.
- The ability to electronically capture and store every field incident in a central repository along with associated actions and resolution steps taken by each party. MIMS Platform easy to use interface provides an organized history trail for each incident to help operators to retrace steps taken and to ensure compliance to audit standards.
- A multi-disciplinary activity plan that enables operators to assign tasks, monitor activities and gain visibility into the entire chain of operation, helping the security team communicate and collaborate and reducing the amount of time spent searching for and capturing information.
- Location tracking, shift and duty modules that enables efficient management of the field force and eliminates errors by sending the right actions to the right person and dispatching incidents based on responder availability and location to minimize travel time.
- KPI tracking & BI style dashboards that can be benchmarked against historic and real-time data, so information from processes that are currently running can be used to make immediate, more-informed decisions. For example, knowing the historical response times for various officers and their areas of specialization might help select the most appropriate responder for a specific type of emergency. Or knowing the areas that generate the most amount of incidents can assist the management in making an efficient man power distribution plan where a greater number of officers are located in those “hot Zones”.

## Implementing Workforce Automation

DPW engaged the Arrow Labs team at conception stage to assist in modeling the processes and workflows. The Arrow Labs team worked with management and officers to capture their input about the procedures they perform every day. After modeling all processes and workflows, it was simpler to improve and eliminate bottlenecks, bridge the gaps and automate procedures that would intern assist in achieving the response time reduction objective. "The Arrow Labs team was professional in their approach from conception to implementation of the project and worked tirelessly to meet or exceed the requirements in a timely manner" Mr. Matar Alfalasi, regional security operations manager. One improvement in process is how field incidents are reported. Once the officer identifies an incident, he immediately captures the details with his mobile device, attach necessary media and information and raises the incident to the control room in real-time. In the past, it was challenging to provide incident details to the control room in a timely fashion. With the new solution the information is available instantly and electronically. This closed loop communication ensures that data is captured accurately, eliminates errors and automates the incident response procedures.

The solution also provides information sharing capabilities so all involved parties are aware and interact accordingly. Before the Arrow Labs Solution it was a challenge to respond rapidly to incidents, due to incomplete information, manual processes, no real time location visibility of resources and paper based data that is difficult to gather and store. In the past the manual process of handling some incidents was to be done at the end of the day once the manual logbooks were gathered from the duty posts and analyzed. This created an inconsistent and delayed response to incidents that in turn put an additional burden on the officers. With the MIMS platform the field operation is streamlined from start to finish and every individual aware of the progress.

“The Arrow Labs MIMS software helped us by automating and streamlining operations of the security force in the field by accurately reporting incidents in real time using mobile devices to capture incident details supported by photos and videos. MIMS also provided electronic logging of all field tasks including patrolling and inspections, eliminating the need for previously used paper based logs.” Mr. Matar Alfalasi, regional security operations manager.

### Improving port safety and security

The use of the MIMS platform is helping the security team meet their objectives of streamlining operations and lowering response times. The integrated solution with the security management system has drastically improved safety and reduced the burden on the security staff through its collaboration capabilities and real time information sharing. The result of the MIMS implementation was noted by the security management team at DPW “The result was a considerable reduction in reporting times, quick handling & resolution of incidents, real time visibility of operational field activity and electronically stored information that is readily available for decision making & planning”.

### For More Information

To learn more about how Arrow Labs can help you improve workforce management, please visit the following website: [www.arrowsecure.com](http://www.arrowsecure.com)



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