

Focus on Lyttelton Port Company

“The 1-Stop platform is crucial to our significant growth and landside efficiency.”

The largest Port in the South Island of New Zealand, Lyttelton (LPC), handles around 50 per cent of the volume that moves through the region, including 70 per cent of imports. With over 540 staff, LPC also operates a series of inland terminals including Midland Port at Rolleston and City Depot in Woolston.

Sean Bradley, Head of Landside and Inland Ports at LPC explains the company has experienced really significant growth year on year. He estimates that growth at around 5 per cent year for the last ten years and believes the Port simply couldn't operate without 1-Stop's Vehicle Booking System (VBS).

“From my experience, both here and in Australia, I think it's crucial to any operation that they have a Vehicle Booking System because ultimately your shipping and your berth productivity is only going to be as good as your landside operation. It's been really crucial for us, and we're really pleased with it,” says Mr Bradley.

Prior to implementing 1-Stop's platform, LPC was seeing extremely long truck queues with two to three hour wait times for Transport Operators coming to collect containers. Staff also saw significant demand after weekends and public holidays, which caused delays further down the Supply Chain as well.

LPC's Customer Service and R&D Manager, Abbey Clapp, says the VBS solution now allows them to allocate labour at the terminal, forecast rail and ship capacity per hour and have visibility of movement at the depot. Essentially it's allowed LPC to smooth out “the peaks and troughs” and provide a more consistent turn time for transporters.

“With 1-Stop, we have the ability for our carriers to now check their acceptances and releases before turning up at our depot, so it’s eliminated any futile trips. If there’s no acceptance or booking in place, they can’t confirm their booking and therefore can’t turn up, which has really helped out our queuing.

“The notification feature has been really great for us as well, to be able to have direct contact with our transporters, especially around COVID, there were a lot of changes to health and safety procedures, so it’s been a really great communication tool for us to have for that as well,” says Ms Clapp.

LPC also worked with 1-Stop to create a solution for re-positioned empties between its intermodal sites and terminal. Due to the visibility the platform provides, there’s been a significant reduction in email and phone queries from transporters.

“It’s also allowed us to automate a lot at our terminal and take away our road desk and solely operate through a kiosk,” says Ms Clapp.



- **Prior to implementing the 1-Stop platform, truck queues were two to three hours long**
- **VBS allows Lyttelton to allocate labour and resources to plan ahead**
- **1-Stop’s platform has eliminated futile trips for Transport Operators**





“The great thing during the implementation was that we were able to manipulate the system as to what we needed for each of our sites.”

Mr Bradley likens the VBS to the systems you need at an airport, explaining that you can't just show up at an airport and expect to get on the next flight, you have to book your place and arrive in an orderly fashion. He believes that Sea Ports should work in the same way.

“I don't understand how operators or terminals can run without a Vehicle Booking System. I think it just provides so much visibility to us and enables us to be a lot closer with our customers and provide a much higher level of service. Our big goal is to keep becoming more consistent,” says Mr Bradley.

When he first decided to implement 1-Stop's platform, Mr Bradley and his team met regularly with key stakeholders in the New Zealand transport industry who set up a South Island Port Users working group. This allowed them to meet regularly and discuss the benefits of the VBS and discuss any potential changes that would be made.

“We engaged them heavily throughout the implementation phase and gave them plenty of notice about what the system could do and when we planned to go live. We worked really closely with them to make sure that it was a system that was going to deliver benefits for us but also for other key members of the Supply Chain as well, and that approach really worked for us,” explains Mr Bradley.

“I continued to say during our implementation that if I could think it then the project team could do it and each time 1-Stop delivered,” says Ms Clapp. “I'm sure the platform can go really, really far, basically wherever we as the end user would like it to go.”