



Quintiq was acquired by
Dassault Systemes in 2014 and is now
DELMIA Quintiq

Case study

Market leader EMO shares the secret to its terminal success

EMO





“For years we were searching for technology that could optimize our planning and scheduling process. In a demo Quintiq proved instantly they were able to model the most complex part of our processes and generate better schedules. The ability to replan in minutes is extremely valuable in our business.”

– Ir. A.G. Pothoven, ICT Manager, EMO

The Rotterdam harbor has a dominant share of the dry bulk market in North Western Europe. Annually it handles as much as 50 percent of total iron ore traffic and 40 percent of all coal traffic. The deepwater EMO transshipment terminal in Rotterdam is the market leader. With unrivaled flexibility, this efficient facility accommodates the largest ore and coal carriers active in ocean trading, 24 hours a day, seven days a week.

At the same time it provides sensitive handling for cargoes in smaller seagoing ships, including coasters. It also offers enhanced, client specific services such as blending, processing and screening. Heavy investment has placed EMO at the forefront of computerized, integrated terminal management and operation. All movements of material are guided by the terminal's central control room.



The challenge

Facing growing competition in this global business, EMO was looking for ways to increase customer service and at the same time focus on efficiency. The solution had to fulfill four goals:

1. Increase efficiency

A better utilization of production resources should increase the number of tons handled per man

2. Minimize delayed ship or railway departure (demurrage)

Maximize dispatch at scheduled times

3. Increase flexibility

Instantly generate alternative plans in case of sudden changes or customer requests

4. Improve business transparency

Knowing the actual status throughout the organization and from shift to shift minimizes the need for communication and prevents misunderstandings

The challenge was to find a planning solution that could handle the vast amount of variables in the operations and fulfill all goals. One absolute condition was that the planner must remain in control. The chosen software should generate optimized proposals and visualize the business process. The planner sets new criteria and decides to accept or change a plan.



The solution

EMO chose Quintiq to support the planning department. Quintiq demonstrated the flexibility to easily model EMO's business process characterized by a multitude of resources. Furthermore, the complete implementation project, including training and testing, could be completed within 20 weeks.

After the solution was implemented, the goals of EMO were met and they saw the following results:

- Dramatic decrease in time to generate a schedule
- Significant increase in customer service levels
- Company-wide transparency
- Solidified as the leading, most flexible terminal in the market

Today Quintiq enables users to schedule vessels to be discharged or loaded depending on their draft, load and other criteria taking all constraints into account. The result is a logical visualized plan including the assigning of capacity and resources to the vessels according to the (un)loading sequence, the expected time for (un)loading, the tonnage that should be (un)loaded and the required manpower. What is unique is that Quintiq facilitates the evaluation and proposal of different unloading sequences and/or resource usage; the planner picks the most convenient one. This facility enables EMO to quickly respond to sudden changes and to produce a new plan available for all people involved within minutes.



About Quintiq

Quintiq's revolutionary supply chain planning and optimization (SCP&O) platform enables enterprises to improve efficiency at every stage of the supply chain journey. It powers end-to-end planning and optimization of personnel, resources, and processes in a single planning environment, across all planning horizons. Many of the world's largest and most successful enterprises rely on Quintiq to achieve their business goals, strengthen their competitive advantage and create new revenue streams.

Established in 1997 and growing rapidly, Quintiq has a global presence with dual headquarters in the Netherlands and the USA, a global development center in Malaysia and offices around the world. Quintiq's software is in use in over 80 countries worldwide.



Offices: www.quintiq.com/locations

Email: info@quintiq.com | **Web:** www.quintiq.com