SS&C | Blue Prism ®

Port of Rotterdam

How SS&C Blue Prism Professional Services Supported a Fast and Effective Migration for Port of Rotterdam

The Port of Rotterdam is the largest seaport in Europe and one of the busiest in the world. It serves as a major gateway for international trade, connecting Europe to global markets. The Port of Rotterdam Authority (PoR) is responsible for the sustainable development, management and operation of the port and industrial complex and for maintaining the effective, safe and efficient handling of shipping in the port and the offshore approaches to the port.

PoR oversees 120,000 vessels annually — 30,000 on the water and 90,000 transporting goods inland — as well as more than 42 square kilometers of port area and related infrastructure, including roads and railways. Ensuring safety is a top priority, with a large portion of PoR's staff dedicated to inspecting both the port and incoming ships. Given the scale of operations, efficiency is paramount. PoR implemented intelligent automation (IA) six years ago to improve operational efficiencies, enhance data quality and support employees. More recently, PoR expanded their IA capabilities by collaborating with the SS&C Blue Prism Professional Services team, transitioning their automation program from on-premises to the cloud.

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Security is a top priority for the Port of Rotterdam Authority. SS&C Blue Prism Professional Services was very helpful during our migration to the cloud and ensured that we maintained strict adherence to our security guidelines."

Wouter Hoving
Process Design Team Manager
Port of Rotterdam

75%
faster processing of
key ship documentation

Moving IA Program To the Cloud Increases Flexibility and Reliability

PoR has integrated automation across their entire operation with nearly 80 processes automated in areas like asset management, finance, human resources and IT. The organization wanted to move away from their long-time hosting provider and more autonomously manage their automation program. A move to the cloud would give them a more flexible, accessible and reliable infrastructure. The automation team believes in bringing in experts to advise on projects that are outside of their areas of expertise, so they partnered with SS&C Blue Prism Professional Services (PS) to ensure a speedy and smooth move to the Azure cloud. It was important to get things right from the start, so they took advantage of the PS team's IA knowledge of best practices for the installation and set-up of a newly cloud-based IA program.
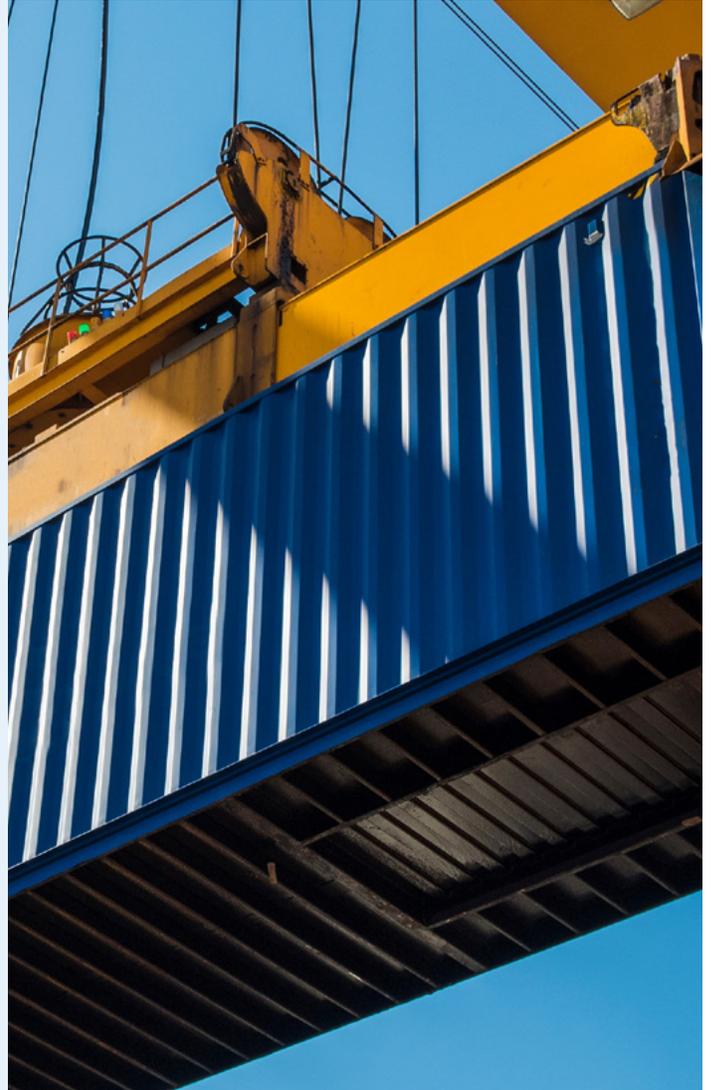
The PoR team collaborated seamlessly with the SS&C Blue Prism team. PoR had in-depth knowledge of the business processes and a vision of how they wanted their Azure environment to be set up. PS helped facilitate productive and informative discussions by asking constructive questions and helped guide PoR to make the decisions that would be best for their business.

PoR's flexible infrastructure allows them to take full advantage of SS&C Blue Prism's full suite of features. They can easily try out new capabilities by spinning up a server and running a trial. Future automations will combine IA with data science technology like machine learning models, document processing and generative AI.

IA Evaluates Ship Data To Deliver Quick, Accurate Payments

Ensuring that the port maintains the proper depth for all sea-going vessels requires dredging of the seafloor. PoR contracts with a fleet of dredging ships to complete this work. Each day the ships send an Excel spreadsheet to PoR detailing their activities — where they've been in the port, how much they've dredged and the quality of the sludge they've dredged. These ships are paid on a weekly basis, but since they track their activity on a daily basis, PoR employees had to manually aggregate the data to determine an accurate payment. This is a complex calculation, based on ship size and quality and quantity of what they dredged; it has to be accurate.

PoR trained a team of SS&C Blue Prism digital workers to offload this task from talented engineers. Digital workers now review each ship's daily report and quickly aggregate the daily data into a weekly calculation. Once each report has been completed, the digital workers upload it to SAP for payment. The engineers previously tasked with this can spot-check the reports and have more time to do the work they love and were trained to do, like inspecting ships. Digital workers have saved the team 22 hours per week and process the reports 95% faster.

95%

reduction in task time
with automation

"

SS&C Blue Prism Professional Services asked and answered key questions in a constructive manner, which helped us make the right decisions, set up our environment properly and future-proof it better than we could've without their help."

Arthur Philippa
RPA Lead
Port of Rotterdam

IA and AI Quickly Validate Key Documentation

Each ship entering the PoR must present a tonnage certificate noting key features like permissible gross tonnage. The tonnage figure is used to calculate how much the ship has to pay to offload their goods or products at the port and must be verified by staff. To do this, an employee had to open a PDF, check the data on the PDF against PoR's records, and then approve it or make changes. About 25 certificates trickled in each day, requiring the employee to stop work and spend half a day verifying the data to ensure the correct tariff was applied based on the gross tonnage figure from the certificate.

PoR has recently paired RPA with artificial intelligence (AI) technologies to process these important certifications. Each day, a digital worker logs in to the Port Dues system, locates the assignments that contain a tonnage certificate, extracts the documents and uploads them to Rossum, an intelligent document processing (IDP) tool, to be scanned. Once scanned, the digital worker passes the data to Rossum's large language model (LLM) where it is processed and interpreted. The digital worker then checks the data in each PDF against the existing data for that ship. If everything matches, the digital worker approves the certificate so that the ship can be paid. If data is missing, the digital worker will reach out to an employee. Digital workers complete this task in minutes and process 75% of the certificates without involving employees. Automating this process helps maximize the employees' productivity and job satisfaction — a key benefit in a tight labor market. And, because digital workers don't need a break, the employees are no longer faced with backlogs when they return to work on Monday.

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Now that we've migrated to the cloud, we're able to add new tools to our toolkit. We can revisit processes that we weren't able to automate before and find brand new processes as well."

Wouter Hoving
Process Design Team Manager
Port of Rotterdam

Expert input from Professional Services

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Start your digital transformation journey by speaking with one of our automation experts.

Email us at **bpm-contact@sscinc.com** to learn how SS&C Blue Prism can help your organization realize transformational business value with intelligent automation.

SS&C Blue Prism combines orchestration, automation and AI to help forward-thinking business leaders reshape how work is done with Enterprise AI. With security and governance at the core, we create workplaces where work is handled autonomously, empowering teams to focus on innovation, strategic growth and delivering exceptional customer experiences. We believe in a future where technology enables smarter decisions, continuous innovation and seamless collaboration. Through secure, trusted, enterprise-grade solutions, we are committed to helping businesses redefine what's possible and shape the future of work.

To learn more, visit **www.blueprism.com** and follow us on Twitter **@blue_prism** and **LinkedIn**.