How SSA Marine Improved Scheduling and Cargo Tracking with Opendock and Camelot WMS

CUSTOMER CASE STUDY

ABOUT SSA MARINE

SSA Marine is a global leader in marine terminal operations, logistics, and stevedoring services. The company manages the movement of containerized, bulk, breakbulk, and cruise cargo and operates out of more than 250 strategic locations across North America, Central America, South America, and Vietnam. They aim to deliver world-class terminal operations and logistics solutions to accelerate the growth and pace of global business.

As part of SSA Marine's commitment to making purposeful investments in people, facilities and technical innovations, the company implemented **Camelot 3PL**'s warehouse management system, Camelot WMS, across its global network in 2018. Recognizing an opportunity to improve dock scheduling and cargo tracking, Camelot 3PL referred SSA Marine to **Opendock**.

In 2021, SSA Marine went live with Opendock in its Port Arthur, TX and Gulfport, MS locations. Following a successful implementation, SSA Marine has expanded its use of Opendock to five locations.

PARTNERSHIP BETWEEN SSA MARINE, CAMELOT 3PL, AND OPENDOCK

Opendock and Camelot 3PL have a long-standing relationship and history of successful integrations. Opendock is a complementary solution to the WMS and helps warehouses refine cargo tracking while improving scheduling efficiency and data accessibility.

"As a leader in marine terminal operations and stevedoring, SSA Marine requires robust, structured data and a flexible warehouse management system. For close to a decade, we've provided that foundation through our WMS while also recommending best-in-class external solutions from our trusted network of experts. Recognizing an opportunity to further improve warehouse throughput with digitized dock scheduling, we introduced SSA Marine to Opendock. Since then, our three teams have collaborated closely to integrate and optimize operations, resulting in improved warehousing efficiency and more streamlined dock scheduling."

— Geoff Greenhill (Director of Sales at Camelot 3PL)

Learn more about Opendock | **https://opendock.com/#request-a-demo** | sales@opendock.com

CHALLENGE

Before incorporating Opendock, SSA Marine faced several operational challenges:

- **Appointment Management:** Coordinating truck arrivals and cargo releases with carriers was inefficient and increased administrative workload.

- **Cargo Tracking:** Manually tracking bulk and breakbulk cargo movements required manual coordination.

- **Clearer Data Insights for Customers:** Clients needed live documentation and data on cargo status and movements, and providing this data was difficult.

- **Regulatory Compliance:** Some customers, particularly in the forestry and wood products industry, rely on SSA Marine to track cargo movement for compliance with FSC and PEFC standards. These certifications require detailed tracking of cargo origin, handling, and final delivery.

RESULTS

- **Carrier-managed appointments**: 90% of appointments are now scheduled by the carrier, rather than by SSA Marine's team, averaging over 1,000 appointments monthly.

- **Instant Appointment Tracking**: Truck arrival times, carrier details, and cargo movements are logged immediately upon check-in and pickup.

- **Custom Forms for Data Collection**: Compliance (e.g., TWIC credentials) is more straightforward and check-in delays are reduced.

- **Timestamp & Cargo Movement Data**: Integrates with Camelot WMS to track cargo from terminal entry to exit.

- **Operational Reporting & Analytics**: Tracks appointment volumes, turnaround times, and carrier activity for better scheduling and contract management.

- **Managing Market Volatility:** Improved access to data helps SSA Marine and its clients adapt to changes caused by seasonality, shifting supply chains, unpredictable cargo volumes, and even tariffs.

> *"Opendock provides us valuable cargo movement data that we share with our customers. This helps improve efficiency across our supply chain. The ability to track and provide our customers with the information they need is critical for us as a service provider."*
> **- SSA Marine**

FUTURE

SSA Marine is implementing Opendock's **Gate Management** feature to improve the speed of driver check-ins and help teams know precisely when trucks arrive. Unique QR codes for drivers to use to check-in are a user-friendly way to speed up the entry process, reduce congestion, and better manage unplanned arrivals.

*Schedule a demo to see how Opendock can **transform your dock efficiency.***