



SOUTH CAROLINA PORTS

SUCCESS STORY

Implementation of GPS-Enabled Chassis Management



Chassis at South Carolina
Ports in Charleston, SC
equipped with StealthNet.

Background and Strategic Decision

Traditionally, ports worldwide have not managed chassis or utilized GPS tracking for asset management. The South Carolina Ports recognized the inefficiencies in this system and, in 2022, made a strategic decision to launch its own chassis management program. A dedicated team of 12 staff members was managing approximately 10,000 trailers, aiming to address inefficiencies and improve visibility through advanced technologies.

Challenges with Traditional Chassis Management

SCPA faced several challenges under the traditional chassis management approach:

Lack of Visibility: Once trailers left port facilities, their locations became difficult to track. Trailers frequently migrated to other markets leading to high retrieval costs and operational disruptions.

Intermodal Equipment Provider (IEP) Limitations: IEPs, which manage trailers across the U.S., struggle with accurate tracking due to limited technology.

Data Issues: Inaccurate or delayed data made it difficult to verify trailer locations in real time.

Benefits of GPS Integration

The integration of GPS technology delivered substantial benefits across multiple areas of operations:

Asset Tracking & Recovery

Real-time visibility into chassis locations eliminated the need for manual tracking, streamlining operations and improving efficiency. Abandoned chassis could be quickly identified and retrieved, minimizing asset loss. Geofencing alerts in high-risk areas helped reduce unauthorized parking and towing incidents. Additionally, the detection of chassis migration to competitors' markets enabled proactive recovery efforts, ensuring better control over asset utilization.

Prescriptive Maintenance

By leveraging real-time location data, SCPA transformed their fleet operations, making maintenance and asset management smarter, faster, and more efficient through precise GPS and telematics insights.

- With real-time data, units requiring repair can be quickly identified and prioritized for service, minimizing disruptions.

- Depot inventories are no longer guesswork—fleet managers can instantly verify asset locations and identify out-of-service chassis, ensuring better utilization. In the event of a breakdown, precise GPS coordinates allow for targeted roadside assistance, getting trailers back on the road faster.
- Odometer, derived from GPS data, feeds into enhanced preventative maintenance forecasting—so issues are addressed before they become costly problems.

Additional Benefits

Driver Safety and Emergency Response - In the event of a breakdown, the ability to pinpoint the exact location of the trailer allowed back-office teams to locate drivers even in remote or unmarked locations and dispatch assistance efficiently. During hurricanes, the location tracking enabled real-time monitoring of chassis in high-risk areas, allowing for proactive relocation decisions.

Theft Prevention & Recovery - Having the ability to identify the location of assets, aided in coordinating with law enforcement to recover stolen containers and chassis. With this visibility, SCPA was able to analyze theft patterns to help identify and mitigate risks from repeat offenders underscoring the need for trailer and chassis tracking as this continues to be an industry challenge.

Customer Support and Billing - Full visibility into the status of a chassis helps SCPA in accurate billing and reducing billing disputes. This enhanced visibility allows carriers to track time on site and coordinate scheduling to improve operations and customer support differentiating SCPA from traditional providers.

Conclusion

The South Carolina Port Authority's adoption of the Phillips Connect solution revolutionized its chassis management program. By enhancing asset visibility, streamlining maintenance, and mitigating losses, the program reduced costs and improved operational efficiency. The strategic decision to integrate Phillips Connect has also bolstered customer service, improved billing accuracy and provided a distinct competitive edge in the industry. Looking ahead, SCPA's plans to further integrate and optimize the Phillips Connect solutions to continue to drive innovation, cost savings, and superior service delivery.