



DOCK MANAGEMENT: REDUCE IDLE TIMES AND INCREASE PRODUCTIVITY

When Your Own Yard Becomes a Bottleneck

Efficient yard logistics face complex challenges: unpredictable truck arrivals, volatile traffic conditions, fluctuating resource usage, and low visibility. Few operations have a unified database that actively manages the site and proactively plans capacities. Instead, processes are dominated by manual check-ins, phone call coordination, and paper-based workflows. A digital appointment scheduling system combined with a truck handling solution offers a remedy. It ensures transparency and structure, empowering operations to efficiently manage vehicles and loading ramps. Turn reactive chaos into clear control.

Typical bottlenecks:

- Traffic jams caused by simultaneous truck arrivals and uncoordinated vehicle entries.
- Unpredictable arrival times due to traffic, weather, and roadwork.
- Communication gaps between dispatchers, freight forwarders, and drivers.
- Paper-based processes that complicate traceability and audits.
- Lack of visibility over the yard and loading docks leading to operational risks.

From guesswork to data-driven decisions

Yard operations strongly impact the value chain. Every minute saved at the ramp improves delivery speed and reliability, and digital systems for time slot and yard management make optimization easy. EPG's DOCK Management is quick to implement, modularly expandable, and delivers measurable results from day one. Companies that switch to smart appointment scheduling improve efficiency and flow, prepping operations for future automation.

Digitize and control site logistics

The solution combines time slot management, automated entry and exit processing, ramp control, and digital documentation on a central platform. By combining real-time data with integrated analysis, DOCK provides complete transparency across processes and resources. The resulting flow is fast, predictable, and resource-optimized.

The system at a glance:

1. Dock Appointment Scheduling (Time Slot Management)

Intelligent allocation of arrivals according to capacity and priority.

Benefit: Smoother peaks, predictable ramp operations, balanced traffic volume.

2. Digitalized Check-in and Check-out

Fast, contactless driver identification and document verification.

Benefits: Faster gate processes, fewer paperwork errors, reliable recording of arrivals and departures.

3. Dynamic Ramp and Parking Lot Management

Real-time ramp allocation based on planned arrivals and priorities.

Benefit: Higher throughput, fewer handling conflicts.

4. Real-time Overview & Reporting

Dashboards and KPI tracking (handling, idle and waiting times, no-shows).

Benefit: Smarter decision-making, proactive management, easier service provider evaluation.

5. Direct Driver Communication

Multi-language push notifications.

Benefits: fewer phone calls, higher punctuality, better driver satisfaction.

6. Subcontracting Support

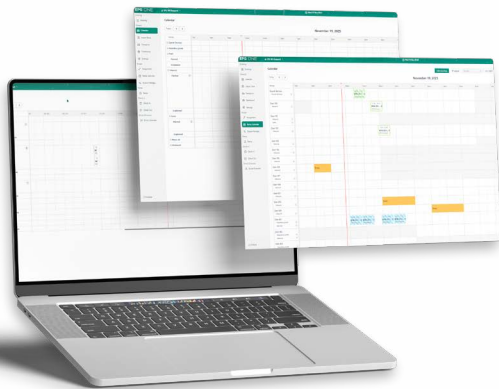
One-time link for easy time slot booking for external service providers.

Benefits: Smooth integration of subcontractors, lower coordination effort, greater planning reliability.

7. Seamless Integration (WMS/TMS/ERP)

APIs and standard connectors for media-break-free processes.

Benefits: Automatic data exchange, seamless process chains, lower manual effort.



CEMEX

A global leader in the building materials industry

“With EPG’s solution, we increase operational reliability while improving satisfaction among our cargo collection customers and their drivers. Our collaboration enables efficient optimization of on-site processes and a clear reduction in operating costs.”

45 % lower idling times

92 % higher driver satisfaction

9 % higher Net Promoter Score

Flexible, secure, scalable

DOCK Management easily integrates into existing systems. Standardized API interfaces enable direct connection to TMS, WMS, and ERP systems, ensuring a continuous flow of information. The solution is cloud-based and can be used via a browser. Configurable rules enable independent control of processes and flexible architecture makes it easy to adapt specific processes to current and future requirements. All data is processed in compliance with data protection regulations. The recording and documentation of all central timestamps ensure that all processes remain auditable and fully traceable while encryption and role-based access rights guarantee security and traceability across process steps.

Getting started with DOCK Management

With DOCK Management, you quickly gain full transparency, predictable processes, and measurable efficiency gains.

Get to know DOCK in a compact 30-minute session. Our experts use simulated scenarios to explore key functions, from the ramp dashboard and slot workflows to common processes in day-to-day business.

Make an appointment »

