

REMPREX Digitally Transforms Terminal Operations, Moves 10 Million Containers A Year, Delivers 20X Efficiency Gains

The ScienceLogic SL1 platform powers intelligent automated ITOps for IoT-based ecosystem, processing 13.5 million gate transactions and 800,000 lifts annually.

Serving all North American Class 1 Railroads and five ports, REMPREX reinvented the freight check point process with their automated gate system and continues to revolutionize the intermodal logistics industry with technology-enabled operations. SL1 real-time monitoring, service visibility, and incident automation assure REMPREX technology services meet strict SLAs per-client and per-site in over 80 locations across the continent.

Customer Challenges



Real-time visibility and situational awareness of technology in 80+ locations across North America



Maintaining high-performance levels, and identifying and resolving discrepancies quickly



Tracking all IT issues through proactive monitoring and end-client identification

ScienceLogic Solution



Continuously monitors 10,000 servers, software services, network devices, and field-based IoT sensors



Manages 28,000 tickets annually, proactively reduces incidents, improves MTTR, and increases efficiencies



Monitors service performance, including response and resolution times on a per client and per site basis

“ SL1’s continuous monitoring, service visibility, and context-rich incident automation ensures our digital ecosystem is running as it should be, so that our terminal services are more efficient, effective and safer. ”

—Timothy Ash, Chief Solutions Officer, REMPREX

Results

20X

Reduced gate system checkpoint process from 10 minutes to 30 seconds per truck

47%

Proactive response to incident tickets, avoids operations-impacting technical issues

1 Unified Platform

Full SLA visibility for technology services performance per client and per site

Technical Challenges Addressed



Monitor Sensors & Data

IoT devices at terminals include OCR cameras, GPS-enabled Telematics, vehicle detection sensors, and biometrics that provide real-time, objective data to REMPRES-built software that enables gate automation. The solution applies AI and predictive technology on operational data to inform staff decision-making in real-time. SL1 continuously monitors network saturation, device health, temperature, storage capacity, and software performance across IoT devices and supporting network, servers, and software. SL1 visibility and actionable insights help staff maintain high performance levels for their gate automation system.



Automate Triage & Incidents

REMPRES delivers service quality and productivity through technology-enabled operations. They manage 28,000 tickets a year through SL1, monitoring their digital ecosystem for availability and functionality, enabling proactive response, before incidents impact operations. SL1 reduces the number of issues and time to resolve them with data lake-enabled, context-rich actionable insights driving automated triage and ticketing. With SL1, teams proactively fix 47% of issues and find root cause faster with automated diagnostics. SL1 improves equipment uptime that enables safe, efficient movement of heavy-lift equipment, trains, and trucks.



Increase Service Visibility

The REMPRES automated gate system, remote check point processing, and other efficiencies rely on technology services that must meet strict SLAs for system performance, support response time, and equipment uptime. SL1 provides full service visibility with a single cross-ecosystem view that shows how all the IoT sensors, IT infrastructure, and application software perform together. SL1 continuously maps services, apps, IT resources, and more in a real-time data lake, providing needed context to gauge and report SLA performance including response time and resolution time on a per-client and per-site basis.

Why ScienceLogic?

A valued ScienceLogic customer for 12+ years, REMPRES chose SL1 early on to monitor and manage their IoT-based automated gate system. REMPRES continues to innovate by integrating technology into services delivery for all aspects of terminal operations, relying on the SL1 platform to monitor IT infrastructure as well as proprietary in-field devices and sensors. SL1 supports custom interfaces that instrument a wide range of devices from ping to custom-built SNMP traps. SL1's unified platform provides full service visibility, actionable insights, and incident automation, ensuring high performance levels for technology services that support terminal operations.

Managing their technology services with SL1, REMPRES continuously improves terminal operations services that enhance safety, reduce costs, improve efficiency, and increase capacity of facilities for their clients.

ScienceLogic is a leader in AIOps, providing modern IT operations with actionable insights to predict and resolve problems faster in a digital, ephemeral world. Its IT infrastructure monitoring and AIOps solution sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation.