

# Interview with Léon Gommans

## CEO at Teqplay



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Léon Gommans  
CEO at Teqplay



MI - With breakthroughs in artificial intelligence (AI), digital twin technologies, Big Data, IoT, autonomous agents and other emerging technologies, within the topic of digital transformation, where do you see the biggest opportunities for ports and terminal operators within the next 2-3 years?

LG - All these technologies are enabling the actual use of the data that is being produced. IoT is producing data, and that data is being brought together in digital twins. This can then be used to improve processes, measure performance, and support operations.

The biggest breakthrough will be the actual use of the information that is available to support operational processes. It is not mainly about a specific technology. It is about the business picking up the information that is available and implementing it into operational processes and continuous improvement processes. That is where the biggest opportunity lies: making practical use of the abundant data now available in ports and terminals.

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**MI - What are the primary contributing factors that will continue to drive technology adoption within the global port sector?**

**LG - Technology adoption happens because businesses want to achieve something. If the business objective is to improve performance or increase throughput in order to generate more revenue, that becomes the main contributing factor.**

**The real driver is the business itself asking for the use of technology to achieve better results.**



## **PORT PERFORMANCE** *Insights*



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**MI - In your opinion, what are the main technological trends in the global port sector that will become front-burner issues for ports and terminal operators in the next 1-2 years?**

**LG - A key issue will be the fact that data is abundantly available, even if it is not being actively shared. That availability of data will push the port sector to the next level, because the people using terminal and port infrastructure, and paying for those assets, will look more closely at performance.**

**They will use that information to negotiate better prices and make more informed commercial decisions. In that sense, the major trends are digital twins, IoT, operational data, and sensor data, but especially the ability to bring all of that data into context. That, in my view, will be the main driver.**



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**MI - Can you tell us a little about your company's most recent success stories? What were your customer's key challenges, and how did your solutions help them?**

**LG - A key challenge for the companies Teqplay has been working with is that they want to increase the use of the assets they already have and improve the performance of those assets. This is something we have seen across different operators, including APM Terminals and Vopak.**

**To do that, they first need to measure actual performance. For many companies, collecting that data has been a very laborious job. Teqplay's role has been to provide customers with the data they need so they can measure and understand their performance. This gives them insight into how their processes are actually being executed and provides input on where to improve, what to improve, and how to improve it.**

**Because the data continues to be available, customers can also measure the success of their improvements, close the feedback loop, and continue learning and improving.**



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**MI - What are your recommendations for a port or terminal operator looking to take that leap towards a more digitalized and efficient operation?**

**LG - The key is measuring what you are actually doing. That is the main point. As soon as you put effort into understanding what processes you have and how you are performing in those processes, at different levels of granularity, you develop the ability to improve.**

**You also gain the ability to determine how you are performing compared to your competitors. That means you can benchmark your own processes internally and also benchmark them against the market. This will be one of the key drivers going forward. If operators do not move in that direction, they risk missing an opportunity and losing business.**



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