



SeaPort Manatee refreshes and upgrades Siemens security platform for greater visibility, ease-of-use, and accountability

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Securing an essential component of the global supply chain

Every year, more than 11 million tons of cargo move through SeaPort Manatee on the coast of west central Florida. With nearby connections to a wide range of interstates and railroads, this busy port moves trade forward as an essential component of the global supply chain.

Achieving and maintaining safe and secure operations is a primary concern for any port. Effective security programs and technologies not only safeguard the people and cargo at the port, but they also help restrict the entry of dangerous or illegal materials; help prevent terrorist activity, piracy, and theft; and help protect cargo like oil tankers from harming the environment.

Safeguarding maritime port operations requires comprehensive, integrated security technologies

Maritime ports, however, can be difficult to secure due to their large size and complex infrastructure, which present numerous entry points for potential security threats. Multiple modes of transportation (e.g., ships, trucks, trains) and a high volume of goods moving through mean that ports like SeaPort Manatee often find it challenging to monitor and track all individuals and cargo entering and leaving the port. In addition, ports often have a diverse range of stakeholders, including government agencies, private companies, and international organizations, each with their own security protocols and priorities. Coordinating and integrating these different security measures can be complicated and time-consuming.

For more than a decade, the security team at SeaPort Manatee has partnered with Siemens to design, implement, and maintain comprehensive, integrated security technologies that align with the port's processes and workflows. As this port has grown tremendously in recent years, it also outgrew its initial Siemens security platform, so the teams worked together to effectively



refresh and redesign the port’s security technologies in ways that not only meet their needs today but also provide scalability for continued growth.

According to the SeaPort’s Director of Public Safety & Security, David St. Pierre, “Under Federal law, for people to have unescorted access to our port, they need to have a Transportation Worker Identification Credential (TWIC) card; if they don’t, we need a method to give them access, provide security escorts, and meet Federal regulations or these companies wouldn’t be able to do business at our port – they’d need to find somewhere else to go.”

Upgrading and refreshing the security platform and technologies would thus enable SeaPort Manatee to better manage these workflows while also maintaining accountability, adding new functionality, and creating greater visibility into all port operations.

SeaPort Manatee objectives for security technology refresh

According to St. Pierre, the SeaPort needed a flexible, easily configurable system that would make it effortless for drivers to enter and exit the port as quickly as possible. The upgraded system would also need to manage access for the employees, visitors, contractors, and delivery / service providers who routinely do business at SeaPort Manatee.

Accountability for people under escort

As an inspected facility, SeaPort Manatee needed enhanced accountability for visitors who require security escorts and the ability to demonstrate that the port meets regulatory requirements.

SeaPort Manatee experiences significant growth since first implementing SiPass

	2010	2023
Container (TU)	40,000	200,000
Gate transactions	250,000	1,000,000+

“When it comes to maintaining the integrity of our escorts, we’re escorting many more people than we used to, so maintaining this while keeping accountability required big improvements to SiPass. We’ve exceeded expectations on accountability now, because we’ve eliminated the manual, paper-based processes in favor of something that’s much more streamlined and gives us a greater ability to farm for data.”

David St. Pierre, Director of Public Safety & Security | SeaPort Manatee





Ease of use + simple interface

SeaPort Manatee needed the new solution to provide a simple user interface and exceptional ease of use for all operators, regardless of their comfort level with software.

Eliminate paper-based receipts

The previous workflow generated printed receipts for visitors once they paid their fees; small technical delays and issues would slow down port entry, exacerbating traffic backups.

Streamline + simplify access workflow

The legacy security system was guided by a 48-page process workflow that resulted in logjams and backups when port traffic was busy.

Automate credential checks

Although the legacy platform would check each driver's TWIC credentials upon entry, preventing unauthorized visitors demanded an automated, more proactive, and continuous approach.

Support business growth through data transparency

SeaPort Manatee needed to understand how increasing traffic affected port operations, from the number of transactions to the impact on infrastructure.

"We use SiPass integrated and Siveillance Video – really powerful platforms – to provide security for all port operations. And we are integrating functionality, like the point-of-sale software for our gate transactions, that doesn't reside within the core security technology. So, it was important to us that we create a very simple, customized interface that leverages the robustness of these technologies but is easy to operate with minimal training requirements," explains St. Pierre.

Understanding workflows

As teams from Siemens and SeaPort Manatee set out to redesign their security technology workflow, they began by taking a close look at their existing operations to understand the required steps for every type of person to enter the port. For example, when a visitor arrived at the security gate, they would present their government ID, such as their TWIC or driver's license. An agent would manually enter the visitor's details into the platform to create a visitor record and complete a visual verification to ensure



When a driver arrives at an inbound security gate, they simply hold their ID to an optical proximity reader, which automatically validates the driver's credentials and allows access to the port.

that the photo matched the person. At the same time, the system would check to confirm that the ID was valid (i.e., it had not been reported lost or stolen). Then, the visitor paid any necessary fees for arriving at the port before meeting with a security escort if one was required.

This process could take as long as ten minutes at the visitor window; for a busy port managing hundreds of visitors per day, this process was no longer sustainable for SeaPort Manatee.

Siemens + SeaPort Manatee transform security technologies with custom solution

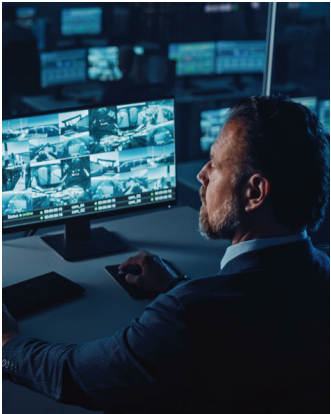
Today, however, this entry process is automated, allowing SeaPort Manatee visitors to clear the security gate in a matter of seconds. When a driver arrives at an inbound security gate, they simply hold their ID to an optical proximity reader, which automatically validates the driver’s credentials and allows access to the port. The driver repeats this process to leave the port as well.

SiPass integrated + Siveillance Video = impressive situational awareness

The heart and soul of SeaPort Manatee’s refreshed security technologies is SiPass integrated. This platform provides a rich, vibrant interface to manage the port’s entire security operation, encompassing access card readers, cargo tracking, escort assignment and monitoring, live alarm handling, visual verifications, gate operations, fee collections, and email notifications.

Importantly, SiPass integrated works seamlessly with Siveillance Video, improving situational awareness throughout the port. Security operators can now monitor all vehicles at SeaPort Manatee from the gate to the visitor’s destination and every point in between.

What this means in practice, says St. Pierre, is that the SeaPort’s security officers can now investigate activities based on every visitor’s entry and exit. “If there’s someone I want to track, trace, and identify, I can start by getting a picture of them, their vehicle,



Importantly, SiPass integrated works seamlessly with Siveillance video improving situational awareness throughout the port.

It’s a simple and efficient process for drivers, enabled by a range of Siemens technologies and integrated hardware:

SiPass integrated: powerful, flexible access control platform balances high levels of security with convenience and ease of use

Siveillance Video: comprehensive video surveillance management with integration to access control and video analytics platforms

Driver’s license scanners

Point-of-sale platform: tracks visitors and cargo throughput, collects fees, assigns escorts, and collects other revenue-based data

Enrollment stations and industrial-grade intercoms

Custom dashboard: large monitoring wall in the security center displays all visitor, escort, and cargo information in one easy-to-read format; alerts security operators to onsite concerns

and sometimes even their license plate. Then I can track that vehicle at various locations throughout the port; in many cases, I can even look at a truck bed and tell you what's in it. We have so much detail about the comings and goings of everyone here," he says.

Streamlining and automating workflows in the access control center reduces processing time by 80%

The new integrated platform streamlines and automates routine security verifications, data capture, and fee transactions, allowing SeaPort Manatee to adapt some operating procedures in ways that free agents to focus on what matters most – making decisions, rather than data entry and software navigation.

80%

"The biggest complaint we get around the SeaPort is about turnaround time – how long it takes for a truck to get in and get out, and that all begins with the access control center. Because of the improvements and upgrades we've made with Siemens, what used to take as much as 15 minutes can now be done within three or four minutes. We haven't had a complaint about processing or turnaround time in months," says St. Pierre.



And while the time savings have been a boon to SeaPort Manatee in terms both of visitor / cargo throughput, the more efficient workflow has had a positive impact on employee satisfaction as well. That is, instead of waiting for one member of the security force to radio another when it was time to accept or release a port visitor, employees now receive automated alerts on their smartphones, where they also receive a greater level of detail about each visitor than before.

Wealth of data reveals opportunities to improve operations beyond security

Given the refreshed technologies, the new platforms generate a wealth of data that SeaPort Manatee leadership can use to improve both security and non-security operations. Today, the integration between SiPass integrated and the port's point-of-sale system automatically creates a daily report of all transactions and payments, which is then shared with the finance team. Whereas this process was manual before, SeaPort Manatee notes that the detailed, automatic reporting not only provides more accurate and timely daily ledgers, but also reveals exactly how much more traffic and revenue the port generates on a given day.

"We have more visibility now than ever before," says St. Pierre. "Recently, the Florida Department of Transportation was considering a road development and expansion project. They needed to understand how busy we are; that information is readily available to us within SiPass so we can provide them with accurate data down to the truck so they can make a decision. In fact, this has enhanced our ability to support infrastructure projects all around the port."

For example, as the fuel truck business at the port has grown, St. Pierre has been able to leverage the data from the Siemens platform to identify specific vulnerabilities, develop mitigation strategies, ask for funding, and justify investments to protect this type of hazardous cargo.

Working toward compliance with U.S. Coast Guard and other key stakeholders

Every year, St. Pierre must update and submit the port's security program to the U.S. Coast Guard, which monitors American sea ports and ensures they comply with security regulations. With the new suite of technologies, St. Pierre explains that verifying compliance is easier than before and – importantly – SeaPort Manatee now exceeds the compliance team's expectations.

Technology partnership prepares SeaPort Manatee for the future

St. Pierre is grateful to Siemens for providing more than just a security software platform; he wholeheartedly believes that an off-the-shelf solution simply would not have been available from any security integrator. Although the solution for SeaPort Manatee was custom-created to align with their needs and objectives, the technologies and development process can be easily applied to solve for security challenges at sites outside the maritime industry as well.

"When I go to security seminars or trade shows, I often hear from vendors that they have a great off-the-shelf software that could do everything I want. But they don't understand my business. Siemens recognizes that they have a very good suite of software and technologies, but they also have the people and expertise so they can get into the weeds of my business. The packages themselves aren't going to have every single thing I need, but Siemens works with us to fill those gaps and customize the platform in ways that fit our business."

David St. Pierre

Director of Public Safety & Security
SeaPort Manatee

Legal Manufacturer

Siemens Industry, Inc.
950 Deerfield Parkway
Buffalo Grove, IL 60089
Tel: (847) 215-1000

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