

FROM PAPER LOGS TO FULL YARD CONTROL

How **Westcoast Warehousing & Trucking** automated check-ins, eliminated congestion, and achieved ISR compliance with SmartGate

ABOUT THE CUSTOMER

Westcoast Warehousing & Trucking is managed by Nikesh Chand, Fleet and Facility Manager. The facility handles high volumes of inbound and outbound truck traffic requiring precise coordination of drivers, containers, and yard space.

THE CHALLENGE

Before SmartGate, driver check-ins were entirely manual. Staff checked in drivers at the office or on paper, with no real-time view of the yard. When multiple trucks arrived simultaneously looking for different containers, congestion became a recurring problem that cost time and left the operation running blind.

Key challenges:

- Manual, paper-based check-in with no automation
- Yard congestion during simultaneous truck arrivals
- No real-time visibility into container locations
- No automated ISR compliance data recording

"SmartGate helps save time and money and I would recommend it to any warehouse operator."

– Nikesh Chand, Fleet & Facility Manager

THE SOLUTION

Westcoast Warehousing & Trucking implemented Opendock's SmartGate to automate yard management and replace manual check-in processes entirely.

SmartGate delivers real-time yard visibility so staff can instantly look up any container and direct drivers to the exact location before they pull in. SmartGate also automatically records warehouse Indirect Source Rule (ISR) compliance data, eliminating manual documentation and keeping the facility compliant with no added effort.

"Now with SmartGate you can just search the container and let the driver know hey, it's in this specific yard and they can go directly there."

– Nikesh Chand, Fleet & Facility Manager

THE RESULTS

- Eliminated manual check-ins and paper logs
- Reduced yard congestion - drivers go directly to containers
- Full real-time yard visibility at all times
- Automatic ISR compliance data recording
- Saved time and money across yard operations

WHY SMARTGATE

SmartGate gives operations teams the automation, precision, and real-time data they need to run a faster, smoother yard without adding headcount. For any warehouse operator still relying on paper check-ins or manual yard tracking, SmartGate is the upgrade that pays for itself.

See how SmartGate can eliminate manual gate operations, reduce claims exposure, and avoid incremental labor costs at your facility.

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