



PRODUCT SHEET - EXTENSIBILITY

**No two terminal operations are the same.
Customize your terminal operating system with Tideworks Extensibility.**

Overview

Tideworks Extensibility is a lightweight, secure customization platform that empowers terminals to build custom solutions on top of Tideworks' core systems—without the need for costly and time-consuming development.

With Tideworks Extensibility, terminal operators and their technology partners can accelerate project timelines and minimize operational risks across the yard.

Meeting the Business Challenge

Rigid, one-size-fits-all software platforms cannot quickly adapt to unique terminal needs. To keep pace with increasing competitive pressures, today's terminal systems need flexibility and extensibility to build custom solutions that serve their unique operational requirements.

Build secure custom solutions on top of your TOS database

1. Use SDKs and APIs with built-in guardrails to develop safe, secure, scalable solutions
2. Reduce development and operational risk by preventing users from directly manipulating the TOS database

Quickly tackle modernization and upgrade goals without waiting

1. Quickly deploy, adjust, fix, and redeploy new customizations on top of core systems.
2. Significantly reduce expensive custom software development costs.
3. Iterate faster without waiting on vendor or developer availability

How it Works

Tideworks Extensibility provides terminals with a secure, flexible way to create custom solutions on top of the core TOS suite of systems. It empowers operators to safely develop and deploy enhancements, integrations, and workflow adjustments that address their unique operational needs while reducing risk, accelerating project timelines, and lowering the cost and complexity of traditional custom development.

Key features include:

1. Extending core functionality with SDKs, APIs, and scripting tools
2. Integrating with other systems through event-driven architecture and API gateways
3. Monitoring and validating customizations with built-in logging, observability, and automated testing

Key Capabilities

■ **Standardized APIs:**

By providing standardized APIs, Extensibility allows users to create their own customizations faster, easier, and without directly accessing core Tideworks products. This development approach enables more consistent design and specifications.

■ **Safe Extension of Core Functionality:**

By reducing direct database manipulation and point-to-point integrations, Extensibility improves system stability and decreases the risk of outages.

■ **Built-In Scripting Engine:** The Tideworks Scripting Engine is a production ready tool that allows customers to create automations, custom business logic, and even custom user interfaces. Interactive documentation allows users to safely test APIs within the documentation.

■ **Real-Time Automation and Integration:**

With the Operational API Gateway and Event Handler, Tideworks customers can implement real-time, event-driven automation and integrate seamlessly with other systems.

■ **Accelerated Feature Delivery:** Extensibility

enables the terminal to deliver custom enhancements in weeks, providing faster time-to-value for our customers

Governed Customization and Upgrade Path:

Customers gain the ability to customize without compromising upgradeability. Versioning, governance, and sandboxed environments ensure that extensions are safe, maintainable, and compatible with future releases.

■ **Enhanced Throttling and Security:**

When deployed across multiple terminals, Extensibility supports unique authentication credentials at each location, ensuring greater safety and control across the network.

■ **Faster UI Development and Consistency:**

The shared UI Component Library reduces design and development time while improving the consistency of the user experience across products.

■ **Improved Observability and Testing:**

Monitoring dashboards, automated telemetry, and documentation tools help customers validate performance and ensure the reliability of their extensions.

Business Benefits

Tideworks Extensibility delivers tangible value by helping terminals work smarter, faster, and more efficiently. By enabling secure, tailored customizations, the platform allows teams to accelerate problem-solving, enhance decision-making, and optimize operations while protecting system stability and preserving upgrade paths.

Key outcomes include:

Faster deployment/customization:

Extensibility helps terminal teams identify and solve problems faster. Users can create automations, bridge data gaps, customize systems, and visualize data faster—and on their own timeline.

Better decision-making:

Extensibility allows terminals to create and deploy custom Large Language Models (LLMs) that process data and make recommendations based on what's important to that specific terminal.

Greater operational efficiency and competitive advantage:

Tailored extensions help terminals streamline operations, reduce manual work, and gain a competitive edge in high-volume environments where agility and precision are paramount.

Preservation of upgrade paths:

Extensibility protects customers from the instability of custom code by offering a governed, version-controlled way to extend functionality.

Getting Started

Contact the Tideworks sales team today to set up a live Extensibility demo.