
JOINT NEWS RELEASE

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Cisco and PSA Singapore Collaborate to Power the Next Phase of Tuas Port with AI-Driven Operations

Cisco and PSA Singapore (PSA) will accelerate the next phase of Tuas Port's transformation into a digitally resilient, AI-driven port of the future. The companies today announced a strategic collaboration to develop a proof of concept for an AI-powered observability and incident management platform at Tuas Port, currently the world's largest fully automated container terminal.

The collaboration is part of Cisco's Country Digital Acceleration program, through which Cisco partners with the public and private sector to advance national digitalisation priorities and support Singapore's digital agenda.

Digital resilience has shifted from a strategic advantage to an everyday necessity across industries, including modern port operations. Cisco research underscores this, revealing that the average annual cost of downtime per organisation has climbed to US\$300 million. Outages affecting critical systems like the Terminal Operating System (TOS), which manages the movement, storage, and tracking of cargo, can disrupt port operations and business continuity. The new platform is designed to reduce and eventually pre-empt these unplanned outages.

Enabling Predictive, AI-Powered Operations

The platform, powered by Cisco, unifies real-time performance data from PSA's applications, infrastructure, and networking systems into a central view. By using AI to map how different services and infrastructure interact, it helps technical teams quickly identify which services are affected during an incident, diagnose the root cause, and receive recommendations to resolve issues in real time.

Built in, cloud-native security helps protect the port's critical infrastructure against modern threats, preventing unauthorised access and flagging unusual network traffic.

"Digital resilience is fundamental to the reliability and efficiency of global supply chains. At PSA, we continually explore new technologies to strengthen operational resilience and deliver service excellence. Our collaboration with Cisco reflects a shared commitment to advancing innovation in port operations while reinforcing Singapore's position as a trusted global hub for trade," said Nelson Quek, Regional CEO, Southeast Asia, PSA International.

"As critical infrastructure becomes more complex, organisations need the ability to see, understand, and act across their entire technology stack in real time. We are committed to providing PSA with AI-powered observability and security to transform their operations,

delivering the critical infrastructure for the AI era,” said Bee Kheng Tay, President, ASEAN, Cisco.

Building on Tuas Port’s strong digital foundation, this collaboration advances PSA’s multi-year digital transformation journey through next-generation solutions. The platform will be implemented first at the Tuas Port Phase 2 Living Lab, which provides a real-world platform to test, validate and refine innovations that support the port’s continued development as it expands towards full completion in the 2040s.

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ISSUED BY PSA SINGAPORE AND CISCO

ABOUT PSA SINGAPORE (PSA)

PSA Singapore operates the world’s largest container transshipment hub in Singapore, handling 44.5 million TEUs of containers in 2025. With connections to 600 ports globally, shippers have access to daily sailings to every major port in the world, operating 24/7 all year round. Beyond port operations, PSA also offers port adjacency services, our unique differentiator in mid-mile logistics, to meet our customers’ dynamic needs. This value adding service, supported by our bespoke port adjacency digital solutions, will provide shared visibility of the end-to-end supply chain. As the partner of choice in the port and supply chain operations, PSA is “The World’s Port of Call”. Visit us at www.singaporepsa.com or follow us on LinkedIn and Facebook (@singaporepsa).

ABOUT CISCO

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