AIRPORTRESOURCE MANAGER

SUPPORT AND SPECIAL SERVICES FOR PASSENGERS WITH REDUCED MOBILITY.

Airports must comply with legislation concerning the assistance of Passengers with Reduced Mobility (PRM). Business consolidation and market evolution is increasing the demand for special services and VIP treatment. Complying with these demands involves extra staffing and higher costs for service providers.

ISSUES

Legal obligations

Airports must comply with EU regulation (EC No. 1107/2006) to support passengers with reduced mobility.

Complex work order management

Manually handling the increasing volume of work orders received from various external sources is time-consuming and error prone.

Inefficient work assignments

Manual assessment of availability is not based on the agents' location and the flight status. Frequently, personnel must return to their base in order to retrieve the most up-to-date tasks schedule.

Poor workforce communication

Problems reaching agents are attributed to inability to prioritize messages, limited display and signal 'dead zones'.

Billing accuracy for delivered services

Inaccurate reporting on performed work and other billing-related services.

SOLUTION

- Supports real-time planning and management of passenger-centric operations
- Mobile handheld devices make instant communication of work assignments and flight information possible. This includes data capture capabilities for mission progression status sign-offs.
- Work order interface automatically interprets service requests and PRM messages from a variety of different sources. This includes Passenger Assistance List (PAL) and Change of Assistance List (CAL) message handling.
- Registers all services to enable instant invoicing and quality control

BENEFITS

- Provides automated interface dispatch and handling of all incoming work orders, which improves performance and reduces costs
- Increases communications efficiency between operations and agents in the field. Up-to-date information is pushed to the right person at the right time and in the right place.
- Improved service for passengers who need assistance thanks to updated information and decision-support data. This is enhanced by the generation of alerts in case of operational disruptions.
- Generates increased revenue as well as improved billing accuracy, monitoring and reporting facilities
- Complies with regulations, and produces reporting data on service levels and response time

Up to 20%

increase in annual revenue as a result of properly recording and billing PRM requests

25%

average decrease in PRM process labor costs

SITA

HOW DOES IT WORK?
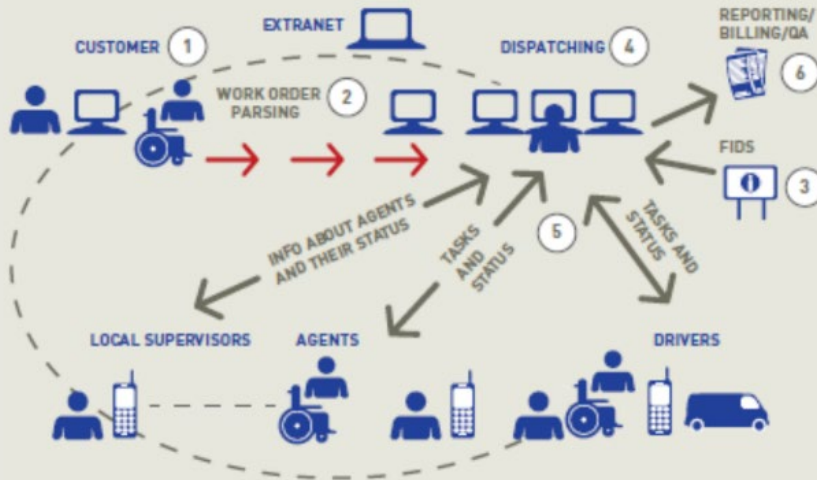
- Scalable solutions to grow in line with your needs
- End-to-end management
- 24/7 local field support and device management
- Available through SITA's ATI Cloud

SOLUTION COMPONENTS

1. Automated work order solution: Interprets service requests for PRM from a variety of different sources. These include standard messaging, telex parsing, web services, web-based applications, direct entries and more.

2. Automated task generation: Based on rules and parameters, the system automatically generates relevant sequenced tasks and routes needed to deliver the requested service. This includes plans for optimal aircraft-to-aircraft transportation across terminals, Schengen zones and use of different transportation resources.

3. Real-time flight information integration: Enables alerts as well as instant rescheduling and allocation of work in order to increase productivity.

4. Optimized scheduling and dispatching: Assigns tasks to agents/drivers at the terminal and ramp side, allocating for maximum workforce utilization and efficiency. This is based on the actual availability, staffing, flight information, employee skills, and the individual's location.

5. Mobile handheld devices: Makes instant communication of work assignments and flight information possible. Data capture capabilities and sign-offs enable scheduling in accordance with the status of the entire operation.

6. Reporting and billing exports: Dynamic report-builder functionality ensures business intelligence both operationally and financially. Registration of services on completion ensures accurate and timely billing exports.

CASE STUDY

SITA's AirportResource Manager solution is in operation at some of the world's busiest airports including Paris CDG and Hong Kong International Airport.

Direct feeds from the solution to the airport flight information systems ensure on-time pick-up and drop-off of passengers.

Every day, several hundred mobile devices are in use by airport staff in order to communicate all relevant information to agents. Mission data is also recorded for quality assurance and billing.

For more information please contact us at
info@sita.aero

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