AIRPORT MANAGEMENT SOLUTION

ACHIEVING EXCELLENCE IN AIRPORT HANDLING OPERATIONS

With frequent changes to seasonal flight schedules, your handling workforce must pull together to meet the demands of operational disruptions – on time and cost-effectively.

**ISSUES**

- **Frequent changes to flight schedules**
  - Airport handling companies need to analyze impacts on their costs, their equipment and their headcount.

- **Increased cost of manual processes**
  - For every new rostering period, each department must assign resources to carry out work manually, while simultaneously ensuring that they maximize staff utilization and reduce overtime.

- **Need for real-time information availability**
  - Dispatchers require timely updates on disruptions and operational changes in order to make proactive decisions.

- **Lack of automatic reporting**
  - Management requires timely reports on operational activities for invoicing and benchmarking.

**SOLUTION**

- Planners use SITA solutions to import flight schedules and manage service standards, as well preparing for ‘what if’ scenarios with automated cost and workforce efficiency calculation.

- Optimization algorithms are used to determine the most suitable rosters for individuals, while balancing all work rules and costing factors.

- Managers are given timely information which enables them to control shifts, holiday leave and sick leave cost-effectively. Handheld devices can be used to inform agents and crews about their jobs, and record all work carried out – for reporting, invoicing and general business intelligence purposes.

**BENEFITS**

- **Increased operational efficiency, thus achieving optimized planning, rostering and staff management.**

- **Increased agility with Collaborative Decision Making (CDM).**

- **Reduced back-office administration with automatic data capture.**

- **Better control of handling costs and accurate invoicing, due to automated processes.**

- **Increased customer loyalty as a result of improved service levels and reduced delays.**

**40% reduction in overtime**

**25% better resources utilization**

**5% added revenues from ad-hoc services**
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

- Planning utilizes operational experience
- Long/short term
  - Capacity analysis
  - Demand planning
  - Shift planning
  - Rostering
  - Simulations
  - Cost analysis
- Real-time
  - Shift swapping
  - Holiday leave, sick leave, and training management
  - Automated resources allocation
  - Scheduling and dispatching
  - Mobile device support
  - Data capture and sign-off
  - Location awareness
  - Decision making
  - Support
  - Back-office integration
  - Flight information integration
  - TIA integration
- After the fact
  - Customer self-service
  - Business performance monitoring
  - Reporting
  - Billing
  - After-the-fact analysis
  - Payroll information

CASE STUDY

Sharjah Aviation Services, which is located in the United Arab Emirates, has over 1,500 staff and a GSE fleet of 200 specialized vehicles and equipment. It provides a comprehensive range of ground handling services at Sharjah International Airport, processing an annual throughput of over 50,000 aircraft movements, 5 million passengers and 600,000 tons of cargo.

David Henderson, General Manager, Sharjah explains: “In terms of optimization, the SITA staff planner and manager has generated almost 10% savings in total manpower. But, far more importantly, we are now able to allocate up to 20% more resources at peak times in peak areas using the system, giving us a lot more work out of the same or less people.”

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