

AIRPORTBUSINESS MANAGER powered by

AGREEMENT, PROPERTY AND REVENUE MANAGEMENT

Airport business operations are complex. It is an ongoing struggle to track, manage and effectively utilize business data from so many different sources on a daily, weekly and monthly basis. How can airports simplify their business operations in order to eliminate tedious manual processes, reduce errors and promote data sharing?

ISSUES

Managing contracts with multiple suppliers and tenants

Managing numerous agreements with varying terms and expirations creates many opportunities for mistakes and lost revenue opportunities.

Tedious manual revenue collection and billing processes

Manual billing and invoicing can lead to errors which, when accumulated over time, can prove very costly. Instead of focusing on other important areas of the business, staff may spend hours carrying out these mundane tasks.

Gathering and using data for strategic decision making

Making proactive business decisions is a challenge without an on-demand, holistic view of airport revenue being generated at a given time.

SOLUTION

AirportBusiness Manager

- simplifies the management of all contracts by providing a comprehensive set of tools to effectively handle all agreements, whether revenue producing or non-revenue producing.
- includes a number of unique features which automate and simplify the complex billing process.
- consolidates all aviation activity data for the airport through:
 - ✓ integrated agreement provision
 - ✓ activity statistics
 - ✓ consolidated revenue information.

BENEFITS

- Decreases billing errors
- Lessens chances of missed revenue
- Reduces billing cycle and improves cash flow
- Improves compliance and reduces liability
- Increases data sharing between departments
- Enables more timely decision making
- Reduces manual effort, thus allowing employees to spend more time on analysis and other tasks

HOW DOES IT WORK?



SOLUTION COMPONENTS

1. Lease/contract management

This module contains features and functions to manage and organize all agreement information. Sub modules include:

- Intelligent expiration alerts and “to do” lists
- Document management
- Integrated GIS mapping
- Customer contact management

2. Airport activity statistics

This module manages all of the airport’s aviation activity data, as well as the concession revenue and variable activity data used in billings.

3. Billing and invoicing

This module extracts information from the agreement management and activity statistics modules in order to generate both fixed and variable billings.

4. Utility billing

This module facilitates the metering and billing of utility usage for electricity, water, natural gas and other similar utility services.

5. Accounts receivable and cash receipts

This module includes full functions and features designed to manage a complex airport accounts receivable departments.

6. Property management

This module manages inventory and space usage within airport facilities, and links this to agreements to assign attributes to each space element within the airport.

CASE STUDY

A large international airport decided to automate and integrate many of its operational functions and set out to find a property management, billing, revenue management and GIS system to manage all leases, properties, aeronautical activities and accounts receivable functions in the airport.

At the time, airport activity included dealing with 1,500 companies, 2,000 ground transportation permits, 400 aviation management agreements, 150 revenue development agreements, 900 utility meters, 21,000 invoices per year, and 4,000 non-graphic terminal spaces. The full AirportBusiness Manager (ABM) suite was implemented to store, maintain and process the existing data and support future airport growth. Additionally, ABM provides revenue budgeting and the ability to view airport property, including terminals and land. As part of the implementation, ABM was integrated with other airport systems, such as the airport’s automated vehicle identification (AVI) system and other ground transportation systems. All revenue transactions were transferred from ABM to the airport’s general ledger (G/L) through ABM’s flexible G/L interface module.

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