

## 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. Intelligent scheduling and allocation software continuously monitors operations and optimizes work plans, taking into account real-time flight information, ground crew status, skills, travel times, etc.

#### BENEFITS

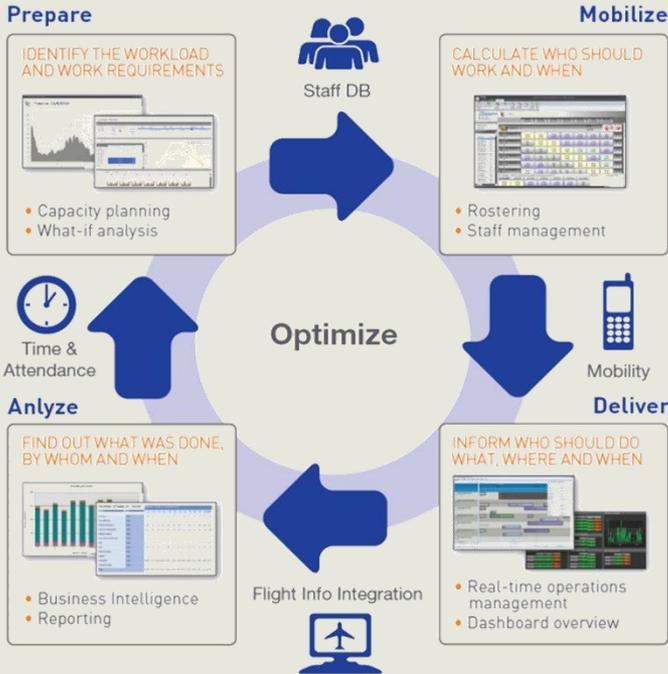
- Increased operational efficiency, thus achieving optimized planning, rostering and staff management.
- Increased agility with Collaborative Decision Making (CDM).
- Reduced back-office administration with automatic data capture.
- Better control of handling costs and accurate invoicing, due to automated processes.
- Increased customer loyalty as a result of improved service levels and reduced delays.

**40%**  
reduction  
in overtime

**25%**  
better resources  
utilization

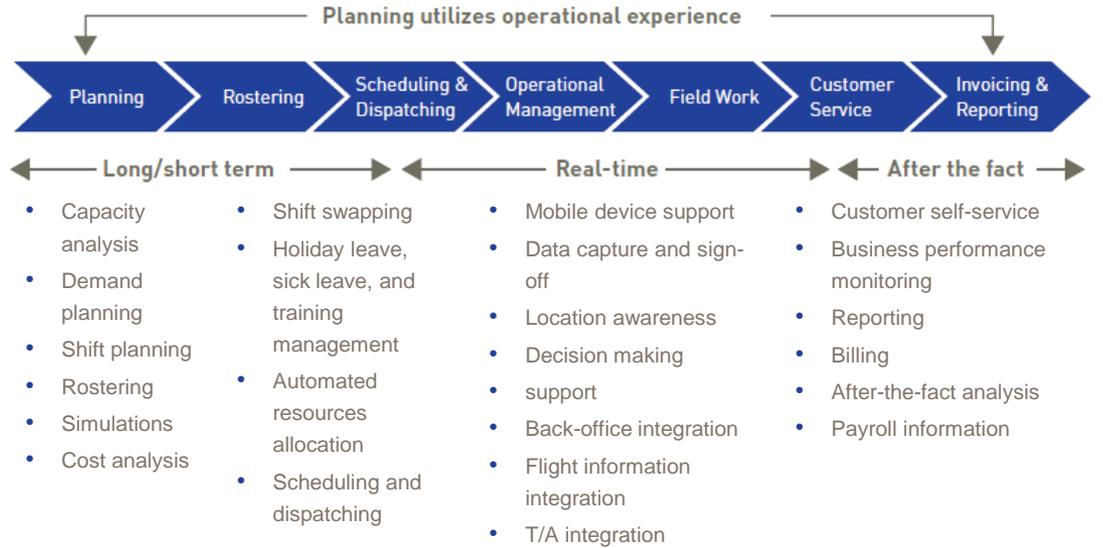
**5%**  
added  
revenues  
from ad-hoc  
services

# 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



## 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](mailto:info@sita.aero)