

# GROUND HANDLING SYSTEM

Integrated System Solution for Ground Handling Companies



## EPG AES<sup>™</sup> Ground Handling System

- ✓ Integrated flight planning at season and day level
- ✓ Integrated Contract Management module including creation of standard Ground Handling Agreement (SGHA) and Service Level Agreements (SLA) based on AHM catalogue
- ✓ Paper-free service recording with mobile devices (MSR)
- ✓ Service capturing is now controllable by LYDIA Voice
- ✓ Multi-station and multi-country capable
- ✓ Certified Billing System

## Complete Solution for Business-Specific Requirements

The EPG AES<sup>™</sup> Ground Handling System (GHS) is a versatile, integrated IT solution specially developed for the requirements of ground handling companies. GHS includes an efficient contract and billing management that integrates contractual conditions and flight data for automatic billing of all services provided in order to prevent revenue leakage.

All relevant master data are being centrally stored in a license free PostgreSQL database to be accessed worldwide e. g. via own private EPG Cloud in the SaaS model. The software's multi-station capability allows a complete monitoring of all stations at a glance from a central location. This concept ensures that all stations and business departments work with unique and identical data and software allowing seamless cooperation between headquarters and any number of stations, even in different countries.

Also available are many versatile interfaces to external systems or other file formats, allowing to import, for example, external flight schedule data from national ATCs or airlines, IATA/AFTN messages and much more. Thus, the relevant data for all stations is always kept up to date yet without any redundancies. GHS service capturing is now voice enabled. Now you can perform a service recording simply by voice input with LYDIA Voice, the number 1 voice solution for Android.

## Custom-Tailored Software Support for all Fields of Business

The system is modularly structured and offers software solutions for the complete chain of processes in ground handling from contract management and flight scheduling up to service recording and invoicing.

In addition to the coverage of all fields of operation, the focus lies especially on the optimisation of actual work processes: handling contracts can be created with an extremely high degree of flexibility, the assignment of contracts to actual flights is performed automatically.

Any additional or ad hoc service provided in handling procedures can be comfortably recorded with any mobile device right on the apron. During the recording process, all fees and prices are automatically calculated based on price regulations defined in contracts and in accordance with actual flight data. The final process step is a freely configurable invoicing procedure with customisable invoice printing and an optional data forwarding to an attached ERP system. Additionally, the system provides standardized electronic invoice formats such as IATA SIS.

The core of the GHS system consists of the following basic modules:

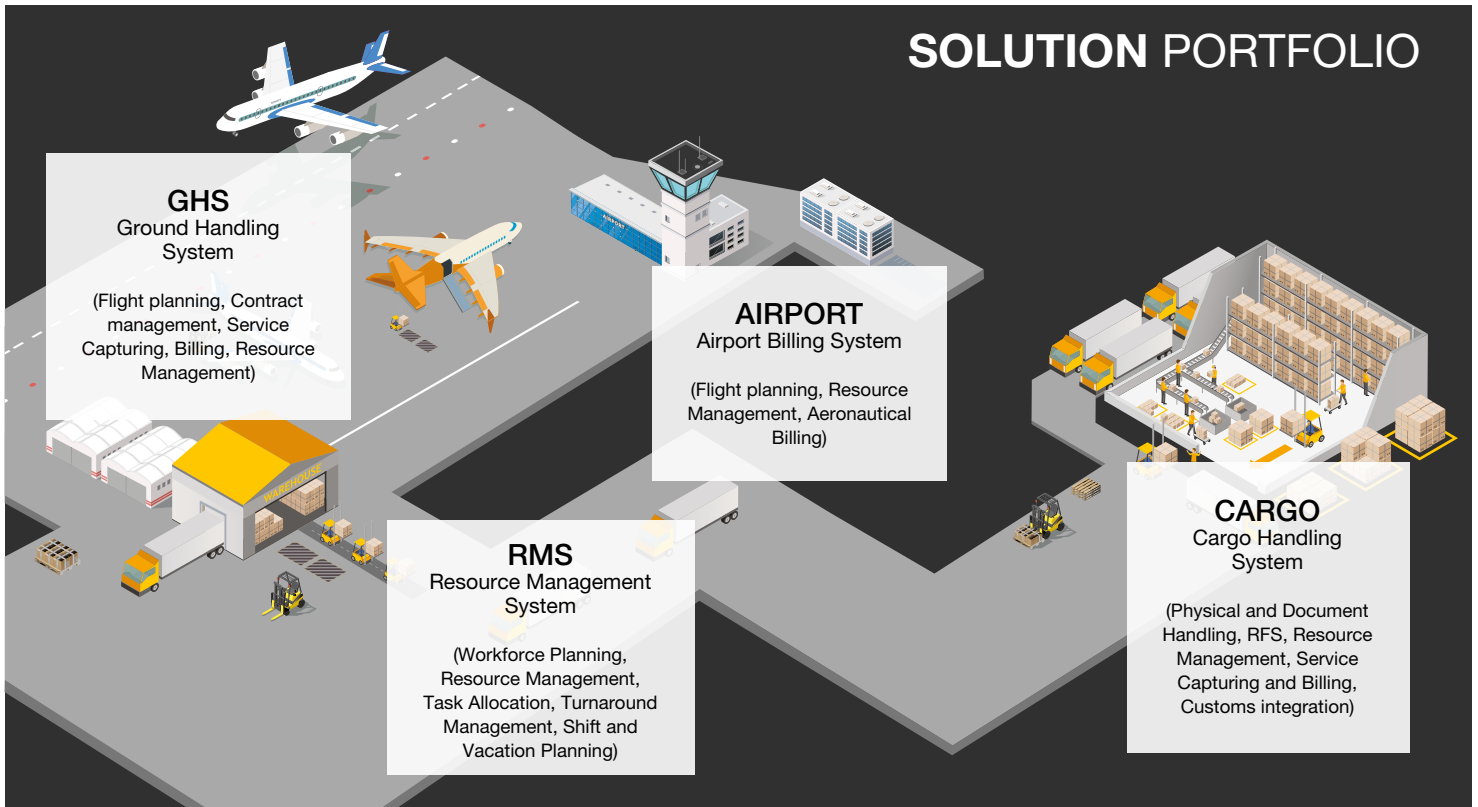
- **GHS-DB:** Central database (DB) and master data management
- **GHS-MESSAGEBROKER:** Interfaces and information distribution
- **GHS-RIGHTS:** Access and user rights management

Based on these core modules, a variety of operative modules can be selected according to individual requirements. The following modules are a selection of some major solutions for covering different fields of business in ground handling:

- **GHS-CONTRACT:** Management of ground handling contracts and service level agreements
- **GHS-QUALITY:** Management and evaluation of quality agreements (SLAs)
- **GHS-FLIGHTMANAGER:** Seasonal and daily operational flight scheduling
- **GHS-SERVICE:** Recording of additional and ad hoc flight or non-flight related services
- **GHS-MOBILE:** Solutions for service management and recording with mobile devices on the apron
- **GHS-BILLING:** Automated billing and invoicing of fees and services
- **GHS-REPORT:** Integrated standard reports for billing and operational purpose available

## The benefits at a glance

- ✓ More than 25 years experience in ground handling business
- ✓ Central cloud installation allows online cooperation between headquarters and any number of multi-national stations
- ✓ Central license free database and sophisticated interfaces make sure all data is up-to-date and available everywhere
- ✓ Module selection according to individual requirements grants maximum investment efficiency
- ✓ Optimization of work processes helps to achieve a significant increase in efficiency and thus noticeable savings of operational costs
- ✓ Prevent revenue leakage by automisation in service capturing and invoicing
- ✓ Precise recording of services and automated price calculation based on service catalogues, contracts and actual flight data ensures that all provided services are billed properly
- ✓ Cost savings due to modular structure, EPG's private cloud and Full Managed Services
- ✓ Easy integration with other IT systems via versatile and flexible interfaces to third party systems
- ✓ Integrated SITA Message Parser
- ✓ Multilingual 24/7 support from our experts based in Germany



## Ground Handling System (GHS)

For ground handling companies, we offer our Ground Handling System (GHS) for comprehensive IT integration and operational control. The system features a central license-free Postgre SQL database, a universal interface module for data exchange with external systems (e.g. AODB, IATA/AFTN messaging, ERP etc.) and is based on sophisticated technology.

Thus, both data and software can be installed in our own EPG private cloud and can be accessed company-wide via Internet, allowing even a great number of multi-national handling stations to ideally cooperate. The operative software modules cover seasonal flight scheduling, daily operative flight scheduling, contract management, (mobile) service recording, billing, cargo management, statistical reporting and much more.

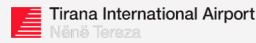
## Skills and Core Competences

- ✓ Extensive first-hand know-how of business processes in ground handling and other aviation branches
- ✓ Specialization in information technology and complete in-house developments and services
- ✓ Software requirement planning in the real working environment focusing on customer's actual business processes
- ✓ Cooperation in close partnership with our customers from planning to realisation including a reliable long-term service helpdesk
- ✓ Continuous development of improvements and new products based on direct feedback from the markets
- ✓ Adaptation of modern technologies which have proven themselves as suitable for specific application areas after thorough testing

## Company Profile

EPG is a leading international provider for a comprehensive Supply Chain Execution Suite (EPG ONE™) and employs 800 people at 21 locations around the world. The company group provides its more than 1,500 customers with WMS, WCS, WFM, TMS and voice solutions to optimize logistics processes – from manual to fully automated logistics environments. EPG solutions cover the entire supply chain: From warehouse and road to ground and cargo handling solutions at airports. Logistics consulting, cloud services, managed services and logistics training courses at the company’s own academy round out the comprehensive list of solutions from EPG. With EPG AES - Aviation Execution Suite, ground handlers, cargo handlers and airports receive an all-in-one package to stay economically efficient under time and cost pressure.

## Airports



## Ground & Cargo Handling Companies

