GROUND HANDLING SUITE

Improved Operational Efficiency & Passenger Experience

tavtechnologies.aero

GHS

[GHS]

TAV | TECHNOLOGIES

GHS

GROUND HANDLING SUITE

END-TO-END TECHNOLOGY

SOLUTIONS

INDEX

WHAT IS GROUND HANDLING SUITE (GHS)?

TAV Technologies Ground Handling Suite (GHS) aims to handle all ground handling operations with the help of advanced technology. This product is highly capable of detecting problem areas and workflows regarding ground handling operation owing to TAV Technologies' global airport management experience.

The ground handling operations that can be smoothly managed through GHS are:

- **Ramp services**
- Cabin services
- **Passenger services**
- Operation services

TAV Technologies Ground Handling Suite (GHS) is a set of fully integrated product that covers all operational and business processes, from initial schedule preparations through daily operations & turnaround management, tactical allocations, SLA monitoring to service recording and automated billing.

In dynamic environments such as airports; urgent changes, flight delays or unexpected routings negatively affect ground handling operations. TAV Technologies Ground Handling Suite (GHS) is effective on both apron and passenger services with its intelligent rule-based conflict resolution modules. "GHS" strengthens capacity planning, resource allocation, and airport employees' decision-making processes.

TAV Technologies GHS consists of two main functionalities as **Rostering and Real-Time Management.**

WHAT IS GROUND HANDLING SUITE (GHS) ROSTER?

TAV Technologies GHS Roster provides planning for mobile resources including employees and equipment which are not categorized under fixed resources in ground handling operations. It calculates the necessary number of mobile resources according to their workload. Considering labor law and needed skills for each task, the system makes employee suggestion for different shifts. It is possible to manage shift times, rosters, and absences based on business rules with the rostering module. The system also provides balanced workload for ground handling employees.

Rostering module of TAV Technologies GHS has been successfully implemented at different sizes of airports worldwide. It offers a flexible, reliable, and scalable solution to handle ground-handling operations at airports, ranging from local and small-scale facilities to major hubs that serve as base airports for international airline brands.

KEY FEATURES OF GHS ROSTER

Integration With Other Systems

The system offers data exchange with external systems (Flight Management System, Third-Party Integration, and Other Integrations).

New Employee Creation

Employee list can be obtained from 3rd party applications in line with previous operation. Plus, users can add new employees to the current list according to their needs. GHS notifies the other integrated systems about the new employee creation.

Roster Creation

The system plans shifts by determining the optimum resources with the minimum cost by taking the needs, business constraints, and airport technical constraints into account.

Capacity Planning

The system generates capacity plans with different data sets.

Workload Creation Management

The system calculates the total workload need for each operation. Users can create workload both for dynamic workload which do not have direct relation with the operations and also flight-dependant workloads.

Squad Management

The application can make individual employee planning, as well as creating and managing suitable squads according to the task. The sytem offers different working patterns for each squad.

Realistic Planning

The system provides short-term and long-term roster plans for the users by using live data for better resource planning.

Workload Rule Definition

Using flight attributes, the system defines workload rules.

Peak Cutting Management

If the workload requirement has reached a peak for a short time, the system offers a peak cut value and prevents unnecessary personnel planning.

Dynamic and Static Shift Creation

While static shifts can be created by authorized users in the system, dynamic shifts can also be created if it's required.
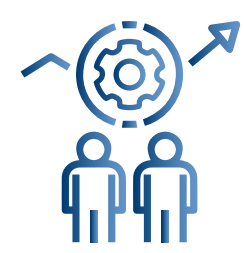
Business Logic

The business logic of the system is consistent and can reflect operation phases comprehensively.

Reporting

Users can receive advanced reports about ground handling operations.

KEY BENEFITS OF GHS ROSTER

INCREASING WORKFORCE EFFICIENCY

GHS Roster plans resources depending on the workload, employee qualifications, labor law, and airport constraints. Thus, it reduces resource planning costs.

EMPLOYEE SATISFACTION

The system offers fair shift plans for all employees.

MULTI AIRPORT MANAGEMENT

Each airport can use the system in its operations through manual configurations that allow multi-station, multi-unit, and multi-language settings.

EASY KPI FOLLOW UP

The system calculates optimum roster plans according to different KPIs (Shuttle Optimization, Equal Workload Distribution, Equal Working Hours, etc.)

AGILE MANAGEMENT

The system offers scenario based planning and determines resource needs with what-if scenarios.

BETTER DECISION MAKING WITH RELIABLE DATA

The system always runs in synchronization with integrated systems to provide reliability across all systems.

WHAT IS TAV TECHNOLOGIES GHS REAL-TIME?

GHS Real-time offers a system in which users can take real-time actions during various ground handling operations like:

- **Load / Unload**
- Passenger Transportation via Buses
- **Operations**
- **Pushback**
- Aircraft Cleaning
- **Passenger Services**

TAV Technologies GHS Real-time can optimize airport operations to accommodate last-minute changes and resolve errors by its **intelligent rule-based conflict management** tool. The system manages turnaround flight tasks and efficiently handles relevant updates such as load type/count change, flight time change, flight stand/gate change, passenger number increase/decrease, task travel time change.

Its real-time **automated scheduling** function significantly reduces the number of operational errors and the system provides notifications about required actions and flight changes. This helps improve operational profits, resource management, and communication among employees.
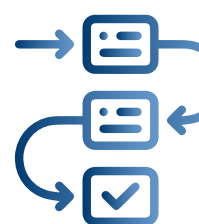
KEY BENEFITS OF GHS REAL-TIME

REDUCED OPERATIONAL COST

Optimized allocation of human resources and equipment provides a decrease in operational costs.

EMPLOYEE SATISFACTION

GHS Real-time improves staff motivation through moderate work peaks and a modern interface.

EASY PLANNING WITH REAL-TIME DATA

Ground handling personnel can plan their operations with visibility of all scheduled flights, avoid service interruption due to insufficient resources.

CUSTOMER SATISFACTION

GHS Real-time provides advanced service levels to airlines by controlling time-relevant tasks.

PROACTIVE OPERATION MANAGEMENT

Airports can operate pro-actively by foreseeing bottlenecks within the daily operation as well as in the planning phase.

CRISIS MANAGEMENT WITH AUTOMATIC RESPONSE

Automatically respond to unpredictable situations like flight delays or unscheduled ad-hoc services.

KEY FEATURES OF GHS REAL-TIME

RISING TECHNOLOGY

Modern Dashboards
Modern dashboard and Gantt view provide visibility of the entire operation.

Real-time Task Management
GHS Real-time provides effective resource allocation and improved productivity on a real-time basis.

Ramp / Turnaround Management
The system proactively monitors progress and improves performance.

Reporting
The system provides immediate access to real-time Business Intelligence, KPIs, SLA metrics.

Flight Management
Users can track and communicate flight status and requirements.

Advanced Optimization Engine
GHS Real-time works with an industry-proven, real-time optimization algorithm for critical, operational, and strategic time windows.

Mobile Apps
The system offers streamlined task management, service monitoring and service recording. Users can see the details of their task through mobile devices.

Integration
The system is integrated with other external systems such as AODB, Roster, Time and Attendance and SAP. It also provides feedback on assigned KPIs..
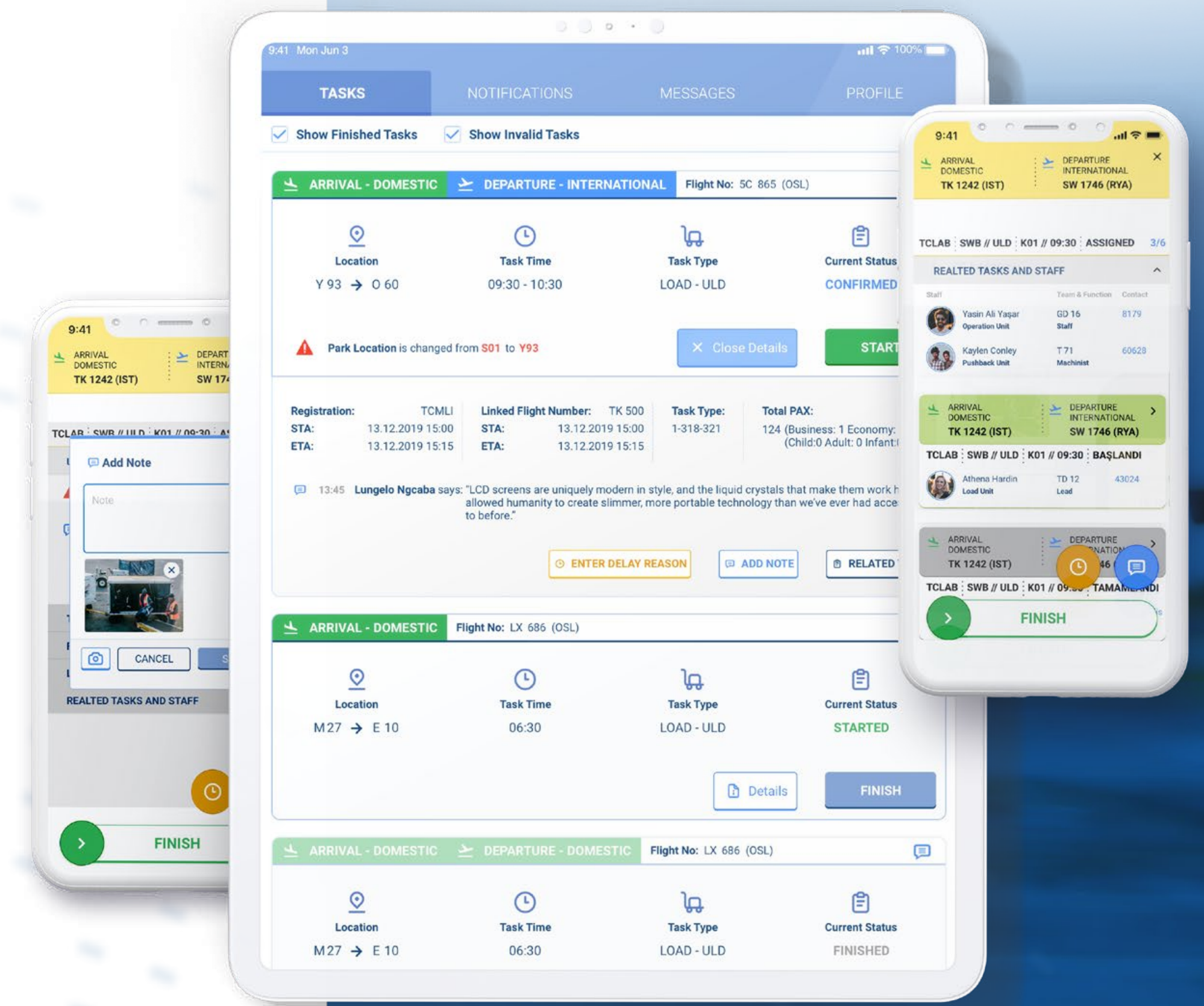
Demand Calculation
Users can plan and forecast the ideal number of employees and equipment based on business rules, flight schedules and necessary skills through GHS.

Conflict Management
GHS Real-time offers best-in-class conflict resolution.

Service Recording
The system captures everything and improves data quality for accurate billing.

ABOUT **TAV** | TECHNOLOGIES

40+ Products	**50+** Airports	**20+** Countries	**170** Million Passengers

TAV Technologies, a subsidiary of TAV Airports Holding which is a member of Groupe ADP, is a leading technology brand; designing, developing and implementing aviation services and solutions globally.

As a visionary technology solution partner and a master systems integrator; it provides total technology management, delivers best-in class designs & turn-key integrated solutions it develops in its Research-Development Center and Innovation Hub.

The company covers all 3 main streams of information technologies in one company; in-house software product development, contractor for complex ICT projects and IT operations management & consultancy.

Its Smart Airport concept creates high satisfactory experience for passengers, airlines and airports by taking full advantage of the latest technologies and innovations.

It is recognized and trusted globally for 24/7 Operation and Support, state of the art design, installation, configuration and integration for Airport IT & Building Technologies with its agile teams. It provides services in line with internationally accepted ITIL, COBIT standards and has a wide business partnership network with leading companies in the industry. It has also been accredited by the ISO 9001 Quality Management System and ISO 27001 Information Security Management System certificates.

CLICK HERE TO WATCH OUR CORPORATE VIDEO

GROUPE **ADP**

WE surround **THE WORLD** with OUR **TECHNOLOGIES**

WE ARE IN

20+ COUNTRIES!

for more

Contact us!

Website

Other Offices

Turkey - Istanbul, Izmir, Ankara, Bodrum; **Netherlands** - Amsterdam; **Tunisia** - Enfidha; **Macedonia** - Skopje, Ohrid; **Kazakhstan** - Almaty; **United Arab Emirates** - Abu Dhabi; **Saudi Arabia** - Madinah, Riyadh, Dammam; **Qatar** - Doha; **Georgia** - Tbilisi, Batumi

tavtechnologies.aero

Ayazağa Mahallesi,
Azerbaycan Caddesi,
2C Blok No:3L
No:3 Sarıyer / Istanbul

+90 212 463 30 00

corporate@tavtechnologies.aero

/tavtechnologies

/company/tav-technologies

/user/TAVBilisim