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Driven by Innovation,
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Aviation Ground Handling

Optimise Ground Handling Operations leveraging Appian's case management capabilities

Challenges



A multitude of operating requirements with many variations – need to orchestrate complex workflows, with flexibility



Real Time Communication – need an effective platform for collaboration between airlines, ground handling teams and Operations Control



Compliance – drive efficiency gains, without compromising on safety or standards



SLA Achievement – tight deadlines and missing SLAs may result in delayed flights and hefty docking charges

Solution Overview



Rule-based configurable and scalable workflow, taking real-time inputs and conditions to optimise tasks and work allocation



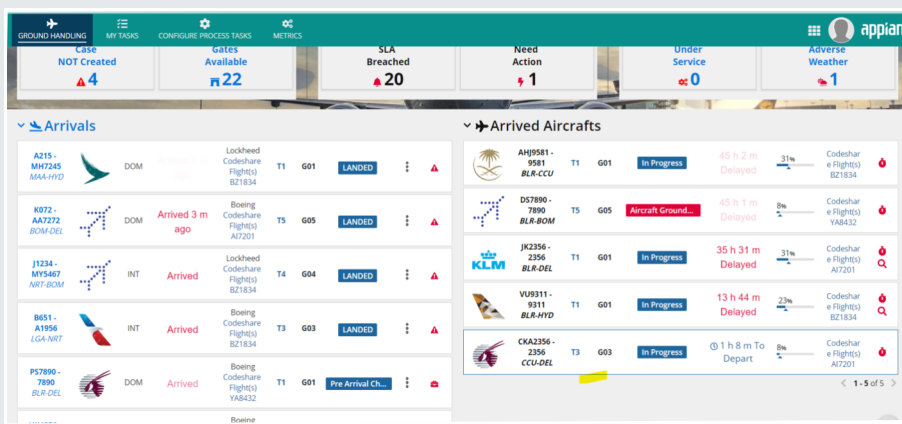
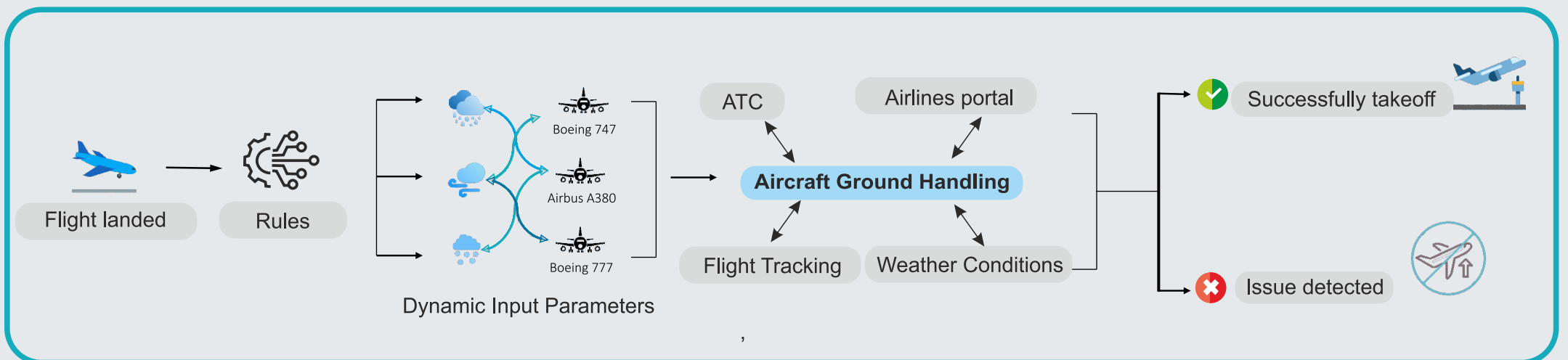
Workflow and Case Management to route, monitor and close cases for escalations and avoid breaching SLAs



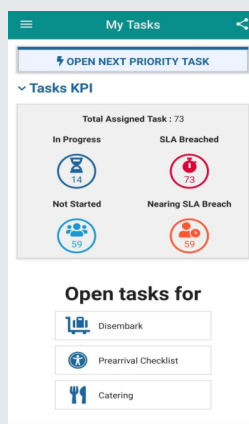
Aggregate ATC, Flight Tracking and Passenger Information with enterprise Data Fabric to automate task optimisation



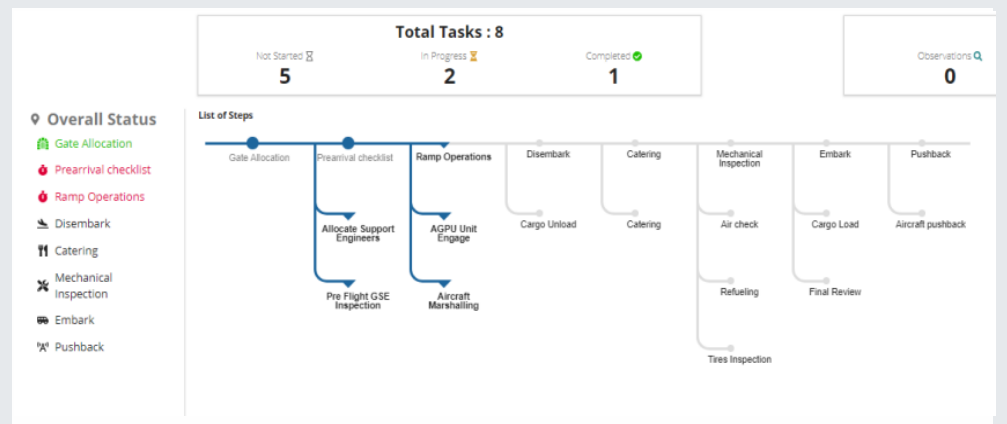
Real time and historical management information and reporting for continuous improvement, audit and compliance monitoring



Real Time Dashboard for Operations Control



Mobile-First interface for ground handling teams



Dynamic allocation of servicing tasks

Features

- Configurable workflow – generate tasks based on various parameters (aircraft type, weather conditions, type of duties etc.)
- UI/UX to allow ground staffs with protective equipment's to input data
- Customized view for Airline operators to view real time progress of ground handling services (to enable them take necessary actions to improve passenger experience)
- Offline capability

Benefits

- Enhanced Passenger experience, with fewer delays
- Optimised & Efficient Ground Handling operations, lowering costs and meeting SLAs
- Reduced docking charges and delay expenses
- Transparency, monitoring and real-time insights for Operations Control and Team Leaders
- Fully audited, secure and enterprise-grade performance to support peak demand and scale with growth