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

**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