



SKY
 ground

Ground Handling Management



Integrated Ground Handling and Billing

powered by

DYNAMIC 
Components

Ground Handling

Accuracy, speed and quality of service are the central elements of successful ground handling operations. With service level agreements becoming more and more popular in ground handling contracts, real-time information are the key to on-time service delivery and end-to-end reporting.

As ground handling is a high-volume, time-critical process, applications need to be closely integrated, the incorporation with the aeronautical billing solution ensures timely, consistent invoicing.

Still, managing ground handling is often found as a solution aside from the existing Operational Data and the billing software. ISO has taken a step forward toward a fully integrated operations suite with SKYground, an inherent component of the SKYground Operations Database.

Ground Handler Operations

Accurate, real-time information is the key element of successful ground handling operations. Numerous parties are involved in running aviation processes; internal staff as well as business partners, airlines and authorities depend on this data to play their part in the integrated business processes.

Is all your extra work invoiced?

An estimated 20% of all additional services provided by ground handlers is never invoiced. Either because these services are not put down on a worksheet or the worksheet never reaches the accounting department.

Operational Database

SKYground Operations Database is the central hub for storing, processing and distributing all flight-related information. Based on an ORACLE database server, SKYground Operations Database ensures availability as well as integrity of all operational data and provides secure access to this data for all legitimate users.

All components of the SKYground Operations Database are equipped with tools to administer master data as well as operational data. Intuitive, browser-based GUIs, exceptional integration capabilities and easy adaptation to customer-specific demands make SKYground Operations Database the ideal and cost-efficient tool for ground handlers of all sizes.





Master Data Management

Reliable master data is the fundamental basis for using software systems efficiently. SKYground Operations Database is equipped with a master data module that can be easily customized to reflect our customer's needs. The master data module supports daily operations with reliable data for airlines, flights and airport facilities. For convenient data entry, all master data is available in pull-down menus or auto-completers

SKYground Activities

Activities adds ground handling management functionality to the SKYground Operations Database standard. Existing contracts with airlines can be used to define the mandatory and optional handling services per airline/flight/aircraft type. Upon generation of the daily flight plan, the SKYground Activities rules engine will also generate a set of work orders for the supervisor, outlining mandatory and optional activities per flight. These work orders can either be printed or accessed

through a web GUI using mobile devices such as rugged tablets or smartphones.

The captain or ramp agent can sign optional work items, providing a reliable statement of work. The use of mobile devices has one major advantage: You as the ground handler will get up-to-date information of the actual time needed to perform defined ground handling tasks, making these available for billing or cost accounting purposes as the supervisor can easily create timestamps for start and end time of every activity.

Such activities may depend on a range of parameters based either on individual service contracts or on handling standards. These standard parameters include

- aircraft type
- airline
- parking position type (e.g. bridge – remote)
- nature of flight (business / tourist)

Resource Requirements

Resource	From	Until	Days	Customer	Aircraft Type	Airport	FNA	FND	KoF	Seq.	Sk.N.	Delete
BUS				1234567						0	0	
SHUTTLE				1234567						0	0	
CATERING				1234567						0	0	
CLEANING				1234567						0	0	
STAIRS				1234567						0	0	
GPU				1234567						0	0	
WASTE				1234567						0	0	
DIVERS				1234567						0	0	
TOILET				1234567						0	0	
WATER				1234567						0	0	
Total:				10								

Details

Resource: GPU Need Count: 1

From: [] Until: []

Customer: [] Airport: []

Aircraft Type: [] Kind of Flight: [] Flight Number (A): [] Flight Number (D): []

Seq. Number: [] Skip Need: [] Time From: [] Time until: [] StatZone1: [] StatZone2: []

MTOW from: [] MTOW until: [] Seats from: [] Seats until: [] StatZone3: [] StatZone4: []

Position: [] StatZone5: [] Zone ID: []

Operation Days: Mon [x] Tue [x] Wed [x] Thu [x] Fri [x] Sat [x] Sun [x]

[Save] [Cancel] [Modify]

Counter Start At: [] Counter Open: [] Counter Close: []

Gate Open: [] Gate Closed: []

First Baggage: [] Last Baggage: []

Next Info Time: [] Last Call: [] Time On Finals: [] Other Block Time: []

First Off Block: [] Return To Ramp: []

Aircraft Ready Time: [] Final Clearance: []

SKYground Billing

More than 40 installations make ISO the European market leader for airport billing and ground handling billing systems. In addition, ISO has deployed their systems at airports and ground handlers in America, Asia and Africa. More than 25 years of experience in aviation charges and ground handling contracts make aviation billing one of our core competencies. ISO's competence in the industry ensures benefits far beyond the standard implementation of new software. Our main focus is on business process optimization and system integration.

This means:

- save administration overhead by streamlining your invoicing processes; reduce manual calculations and media gaps throughout your system landscape
- invoice more quickly, more frequently and more accurately; realize your revenues earlier and reduce clearing efforts
- send your invoices not just as paper but also electronically; your airline customers will appreciate this service
- save IT costs by replacing costly customized systems with standard software
- make your billing data available for business intelligence – for more insights in your company's potentials

ISO offers two alternative solutions for ground handling billing from an integrated view:

- ground handling billing is an application deeply integrated with the Operations Database requiring an interface to the ERP world – with our system SKYground Billing
- ground handling billing is a module of the standard ERP system requiring a link to the Operations Database – with our system SKYground Billing for SAP

ISO Software Systeme offers both alternatives as software products. You profit from the advantages of the standard software in either case. You decide which integration approach you want to follow.

Benefits

- automated calculation of all charges
- cash imbursement, invoicing and electronic invoicing
- IS-XML-compliant billing



Electronic Invoicing

By replacing the existing IATA Clearing House technologies with IS-XML, IATA has created an industry standard for electronic invoicing of aeronautical and non-aeronautical billing.

IS-XML is mandatory for all airlines. IATA recommends that airlines insist that suppliers (i.e. airports and ground handlers) provide their invoices in IS-XML format.

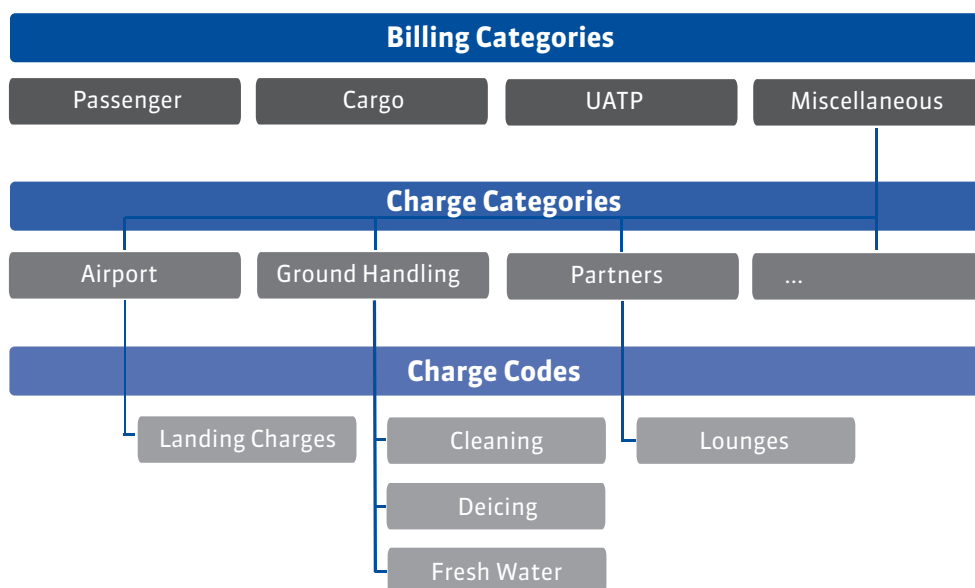
ISO's SKYport IS-XML is fully compliant with IATA IS-XML, enabling our customers to provide the airlines with electronic invoices. The software incorporates all predefined charge categories and makes them available as PDFs for email attachment.

SKYport Billing handles all Charge Codes for the Billing Category Miscellaneous and Charge Category Cargo.

Quality Features

- high reliability and performance by using industry standards
- easy-to-use graphical user interfaces
- high level of data security and validation
- outstanding integration abilities
- easy adaptation to customer specific requirements by multiple levels of customizing
- all necessary implementation and maintenance services offered by ISO Software Systeme

We care for your needs



Why use IS-XML and SIS?

"IS-XML shall be used by all IATA member airlines. In order to facilitate adoption, IATA and member airlines recommend that suppliers (i.e. airports and ground handlers) provide their invoices in IS-XML format," says Nicholas Coote, IATA's Director, Industry Clearing Services.

Our Aviation Portfolio

With more than 25 years of experience in the airport and aviation business, ISO offers a complete range of software solutions to support airports or ground handlers of any size.



- Air Traffic Management



- Miscellaneous Billing
- Revenue Accounting



- Operations
- Aircraft Turnaround Services
- Billing



- Operations
- Charging & Billing
- Collaborative Decision Making
- Business Intelligence
- Cargo

Modularized applications support the core business processes and provide real-time distribution and reception of all relevant information.



All products of the SKYport family have been developed using Dynamic Components, ISO's technological framework for developing scalable, browser-based applications with highest performance.



References

Our worldwide aviation customers include:

Ground Handlers

- Airpart, Germany
- Jet Aviation, Switzerland, U.S.A
- Salzburg Airport Services, Austria

Airports

- Aeroporti Di Milano, Italy
- Bangkok Suvarnabhumi Airport, Thailand
- Berlin International Airports, Germany
- Changi Airport, Singapore
- Copenhagen Airport, Denmark
- Indira Gandhi Airport Delhi, India
- Jet Aviation International, U.S.A
- London Gatwick Airport, UK
- Male Airport, Maldives
- Nuremberg Airport, Germany
- Salzburg Airport, Austria
- Stuttgart Airport, Germany
- Zürich Airport, Switzerland

Airlines

- Alaska Airlines, U.S.A
- Condor Flugdienst, Germany
- Eurolot S.A., Poland
- Gambia Bird, Gambia
- Germania Fluggesellschaft, Germany

The Company

The ISO-Gruppe has been operating successfully in the market since 1979 and has established a solid reputation as a major player in IT consulting, software development, and related IT services. Stability in corporate management and continuous, healthy growth have become our trademarks. Today we support a base of notable customers worldwide from international locations. Our activities are not restricted to Europe – we are also active in South East Asia, the Middle East and the Americas.

As major enterprise within the group, ISO Software Systeme has been a reliable partner for numerous airports for many years in air traffic management, airport management and airport billing. ISO maintains a quality management system, which is certified according to DIN EN ISO 9001, and has a strong consulting team with excellent skills and experiences.

Other business areas of the ISO-Gruppe include software solutions for the tourism industry, airline passenger revenue accounting and M-Billing, data quality management as well as hosting and managed services.





Contact

ISO Software Systeme GmbH

Eichendorffstrasse 33

90491 Nuremberg / Germany

Tel. +49 911 - 99 594-0

Fax +49 911 - 99 594-129

info@iso-gruppe.com

www.iso-gruppe.com

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