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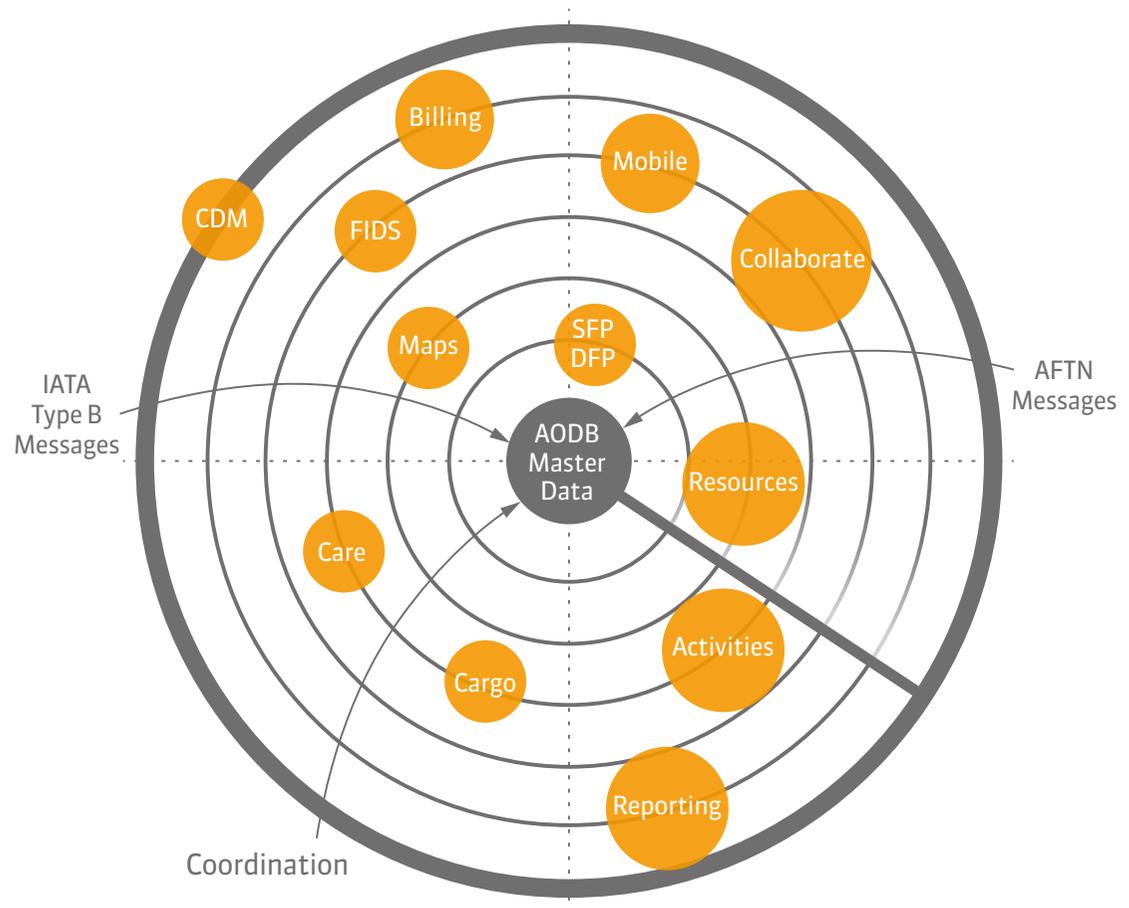
Next-generation Airport Management Suite

# Our Portfolio

With more than 30 years of experience in the airport and aviation industry, ISO's SKYport Suite offers a complete range of software applications to support (multi-) airport operators and ground handlers of all sizes.

## ISO's Software Business Processes of Airport Management

Airport Operations	p. 3
Cargo Handling	p. 8
Passenger Experience	p. 11
Aeronautical Charging and Billing	p. 12
Business Intelligence	p. 17
Collaborative Decision Making	p. 18
The ISO-Gruppe	p. 19



See our SKYport Portfolio – online



# Airport Operations

## Browser-based Airport Management

Accurate real-time information is key for successful airport operations. Numerous parties are involved in running an airport. Internal staff as well as business partners, airlines and authorities depend on this data to do their part in an airport's integrated business process.

Intuitive, browser based GUIs, exceptional integration capabilities and easy adaptation to customer-specific demands make SKYport the ideal, profitable "single source of truth" for airports of all sizes.

## SKYport AODB

The SKYport AODB is the central hub for storing, processing and distributing all flight-related information. Because it runs on an ORACLE database server, SKYport ensures the availability as well as the integrity of all operational data and provides secure access to this data to all legitimate users.

### Master Data Management

Reliable master data is the basis for using software systems efficiently. SKYport AODB has a master data module that can easily be adapted to reflect the 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. To guarantee high-quality information, all operational data entries are checked against the respective master data.

### Rule Engine

Intuitive management of business rules allows for a high degree of automation throughout the SKYport applications. Business rules can be based on a variety of database parameters – for flexible management of resource allocations, fully automated invoice creation and the expedition of documents. Depending on the business process, hard and soft rules can be defined to determine the best possible scenario.

### Scheduler

The SKYport scheduler provides intuitive automation of routine tasks such as the preparation of the daily flight plan, automated report generation, and distribution.



## Going beyond Airports

- Did you know that SKYport customers use SKYport AODB to manage not only planes but also trucks and even ships?
- The quality features of SKYport let you flexibly manage all your traffic operations.
- Airports use the daily flight plan to manage road feeder service trucks handling cargo.
- Some customers even manage ship movements at their inland port with the SKYport AODB.

## SKYport Connect

SKYport Connect – the integration suite of the SKYport AODB – guarantees real-time data exchange with external systems covering multiple protocols and data formats. SKYport Connect allows for rapid integration of new interfaces and data processing rules. SKYport Connect supports more than one hundred interfaces to third-party systems of airport operators, to business partners or public information platforms. Available data exchange procedures include airport-specific standard interfaces as well as individually customizable interfaces for local requirements.

### SKYport Connect Examples

- IATA Type B Messages
  - Send, receive and process standardized IATA message formats via SITATEX, ARINC or email supported message types include MVT, LDM, PTM as well as FFM, FSU, SAM/SRM and many others
- Schedule Messages
  - Initialize seasonal flight plans and import daily updates from regional coordinators or airline systems. Supported message types include German FLUKO, SCORE, SSIM, SIR and many others
- ATC Tower Systems
  - Real-time communication with local air traffic control based on ADEX-P or AFTN
- Provide real-time data for third-party systems i.e.
  - Human Resource Management System
  - Flight Information Display Systems
  - Gate Access Verification
  - And many others

## SKYport Applications

### Seasonal Flight Plan

The seasonal flight plan offers the first wide-angle view of future airport capacity and resource allocation. SKYport AODB lets you create seasonal flight plans interactively. Alternatively, SKYport Connect offers interfaces for downloading and importing your seasonal flight plan from regional flight plan coordinators and airline systems. Resource usage for gates and parking positions can be planned on a seasonal basis. The automatic composition of rotations supports the accurate planning of apron occupancy. Multiple simultaneous seasons reflect different planning states.

IC	PL	Flt	Reg	Dest #	Stat	ST	ET	GB	AT	Ref	Par	Pos	Gr	Rem
A 0810	DL000	DL000	OE-L38			18:36	18:36	18:36	0	0				
D 0810	LH1234	OE-L38				19:00	19:00		0	0				
D 0807	SX101	SX101	HBLGA	BCN		10:20	10:20	10:21	0	41	AF			
A 0807	SX102	SX101	HBLGA	BCN		10:35	10:35	10:44	0	48	AF			
D 0808	SX101	SX102	HBLGA	BCN		10:20	10:20	10:35	0	35	AF			
A 0808	SX102	HBLGA	BCN			14:35	14:35	14:00	0	47	AF			
D 0809	SX102	BCN				10:20	10:20	09:21	0	0				
A 0809	SX102	BCN				10:35	10:35		0	0				
D 0810	SX101	BCN				10:20	10:20		0	0				
A 0810	SX102	BCN				14:35	14:35		0	0				
A 0808	1483	1483	HEDCV	BRN		08:15	08:15	08:10	0	0	HP			
D 0808	1483	1483	HEDCV	BRN		17:00	17:00	17:00	0	1	HP			
D 0806			HDXSM	BRN		16:31	16:31	16:31	0	3	AF			
A 0806			HDXSM	BRN		18:03	18:03	18:03	0	0	AF			
D 0807			HDXMF	BRN		11:45	11:45	11:45	0	1	AF			
A 0807			HDXMF	BRN		12:45	12:45	12:45	0	0	AF			
A 0809	SX0118	HBAER	BRN			09:31	09:31	09:31	0	19				
D 0809	SX0119	HBAER	BRN			09:31	09:31	09:31	0	19				
A 0808	N1688Z	CEO				09:35	09:35	09:35	0	0	HP			
D 0808	N1688Z	CEO				10:30	10:30	10:30	0	0	HP			

### Daily Flight Plan

The daily operational flight plan is generated automatically from the seasonal flight plan and allows managing scheduled traffic as well as general aviation flights interactively. The SKYport Daily Flight Plan user interface presents detailed information in tabular format. The table view can easily be configured according to the user's specific business processes. Simultaneous data entry from different workstations is fully supported. SKYport provides the user with a variety of validation tools like plausibility checker against master data references (i.e. passenger count exceeding seating) and color coding for missing information (i.e. block time entered but aircraft registration missing).

The screenshot displays a complex interface for daily flight planning. It includes a top navigation bar with options like 'Home (NUE)', 'Daily Flight Plan', 'Operative Data', 'Resource Overview', 'Billing', 'Season Flight Plan', 'Reports', 'Masterdata', and 'Administration'. Below this, there are several data tables and a large graphical area. The graphical area appears to be a Gantt chart or a resource allocation view, showing flight paths and resource usage over time. The tables below the graph contain detailed flight information, including flight numbers, aircraft registrations, and various status indicators.

The SKYport Daily Flight Plan supports both IATA and ICAO standards for data entries. All time entries can be fed and displayed in UTC or local time. Flight detail screens deliver insight into supplementary information like transfer passengers, travelers' final destinations or incoming IATA messages. Configurable filters can be used to retrieve both current and historical flight data.

## SKYport AODB Add-ons

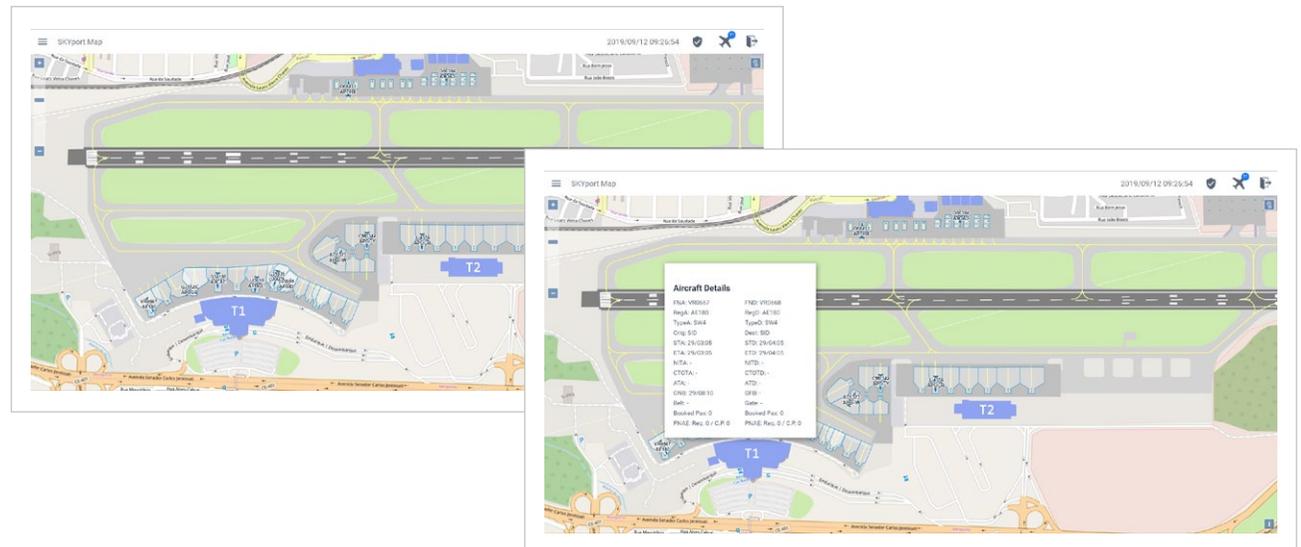
### SKYport Resources

SKYport Resources adds resource management capabilities to your SKYport AODB – for easy administration of gates, parking positions, baggage belts and more. Allocation of resources can be done by either the auto-allocator – which automatically comes up with the best suitable solution - or via a GANTT chart using drag & drop. Each resource allows for definition of specific preferences based on airline, aircraft type/size, flight details and many other attributes. Automatic conflict detection ensures that users can allocate only those resources that are suitable for a specific flight. SKYport Resources is fully integrated with the SKYport AODB. All changes made in the resource allocation are stored directly in the AODB, and data is available to all users in real time.

### SKYport Maps

For larger airports and airport operation control centers, SKYport Maps offer an intuitive overview of airport operations. Real-life representations of your airfield are used to display flight movements, aircraft stand allocations, and potential resource allocation conflicts. The data displayed in the situational map is real-time data from the AODB or third-party sources – for highest accuracy and a quick, yet comprehensive, overview of your current operational situation.

Besides the airfield status, SKYport Maps can also provide a quick overview of airport resources. A map of your terminal can be used to display resource availability (e.g. a boarding gate is unavailable due to planned maintenance). To provide real-time information on airport infrastructure, SKYport Connect can interface with your integrated building management system or any other data source providing operational information.

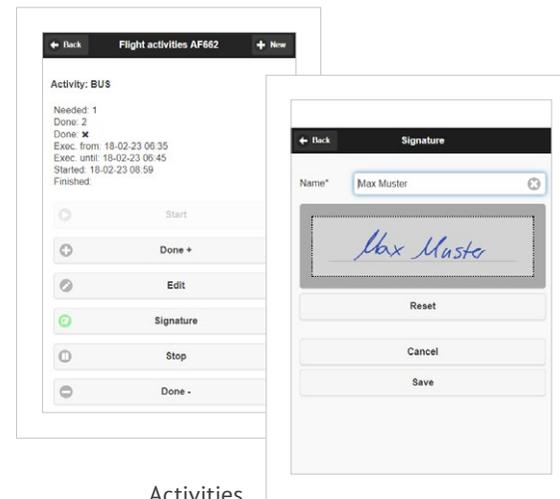
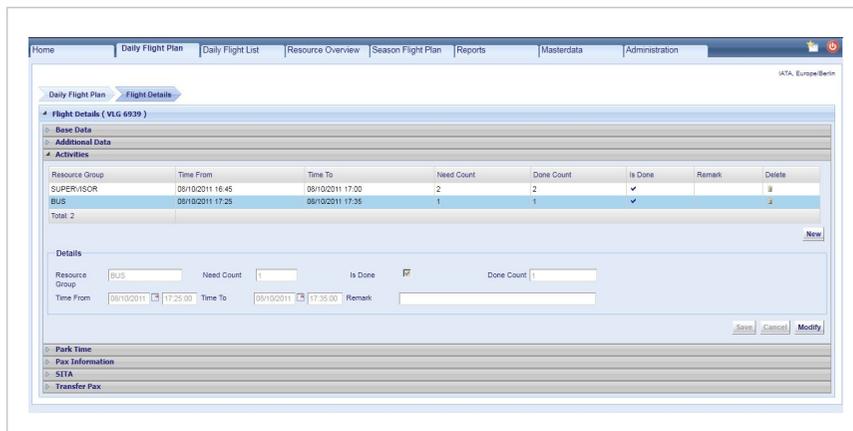




## SKYport Activities

SKYport Activities adds functions for ground handling management to the SKYport AODB standard. Existing contracts with airlines can be used to define the mandatory and optional ground handling activities per airline/ flight/ aircraft type. When generating the daily flight plan, the SKYport Activities rule engine will also generate a set of

work orders outlining mandatory and optional activities per flight for the supervisor. These work orders can either be printed or accessed via a web GUI using mobile devices such as rugged tablets or smartphones.



Activities

## SKYport Mobile

SKYport Mobile is a platform designed to make various tasks available on mobile devices. As it is based on a progressive web app (PWA) it gives you the look & feel of a native app and with the ease of a website. In combination with access to the mobile device's hardware, like the camera or the GPS sensors, it can be used to deliver comprehensive business processes.

## SKYport Collaborate

SKYport Collaborate facilitates versatile workflow management. Due to its flexible rule engine, workflows can be easily designed using a BPMN editor ensuring complete documentation and tracking of workflow processes and actions. SKYport Collaborate supports in various use cases that could be a daily trigger for runway inspection or the confirmation that master data was changed by a supervisor, thus requiring the four-eyes principle.

## SKYport Care

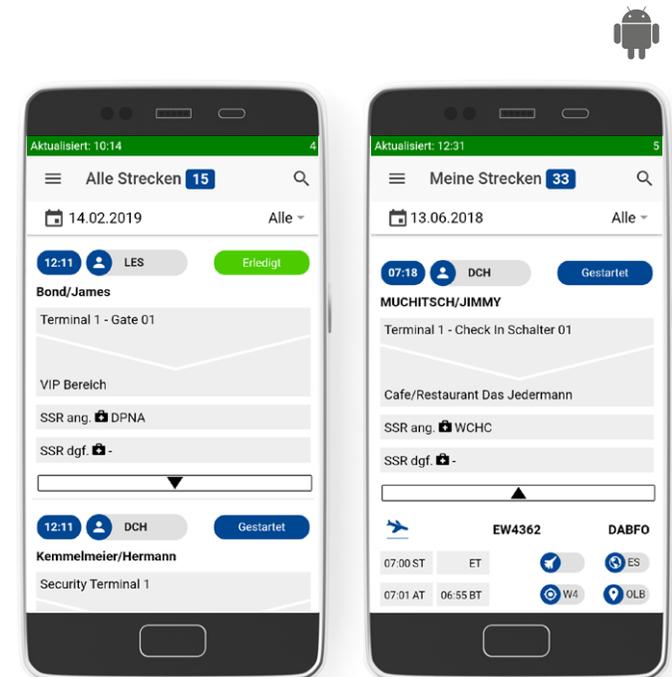
Airports are facing a new logistical challenge: Transporting passengers with reduced mobility to the check-in, gate or aircraft – and doing so in the most comfortable way with little or no waiting time. This is not only a service for the customer, but it is an air passenger right according to pertinent EU regulations.

SKYport Care can be used anywhere, either on a PC or mobile device. You can check all the relevant information – such as the name of the passenger, flight data, flight number, arrival, departure, parking position or the Special Service Request (SSR) – directly on your Android device. User access to the data can be adjusted on a need-to-know basis. The Dispatcher Mode allows dispatchers to contact PRM employees for planning and deployment. Real-time information about the current flight status provides dispatchers with updated data to react accordingly, such as

an alarm notification warning the administration if an employee has not yet been assigned to a PRM route. If the user does not react to an alarm notification, SKYport Care will automatically release the routes again so that another employee can take over the task.

### Route overview & employee management

You can create, edit or delete new PRM tracks with just a few clicks. In the airport's route overview, you and your employees can see who has to accompany “whom, when, where”, along with the status of the current task at a glance. For maximum overview, the tasks can be displayed and sorted by either PRM route or staff.



# Cargo Handling

## Integrated Cargo Handling and Billing

### SKYport Cargo

Nowadays, cargo handling is an essential source of airport revenue. As cargo handling is a high-volume, time-critical process, applications need to be closely integrated with the airport system environment.

Linking to the SITA network, for example, can dramatically reduce the effort for handling airway bills – all the required information can be derived from the FFM messages.

Another way to speed up processes is to incorporate the aeronautical billing.

Still, managing cargo handling is often done apart from the existing AODB and the aero-nautical billing software. ISO has taken a step forward toward a fully integrated airport operations suite with SKYport Cargo, which becomes an inherent component of the SKYport AODB.

MAWB	Pieces	Weight	Dep	Dest	Contents	R.Disp	State	MRN	FSU	Total	Act Pieces	Act Weight	Cust In	Time Free	C.Art	ATB
17636364436	1	72	CCU	NUE	CONSOLIDATION	M-M	T1	13DE765030324405M4		1	1	72	UAE1	03/08/13	PK	ATB15000050
17625240261	3	1388	DAC	NUE	TOOLS EQUIPMENT	HECN	T1	13DE765030324405M4		5	3	1388	UAE1	03/08/13	PK	ATB15000050
17600167322	4	2908	JED	NUE	ALIGNMENT TOOLS	SCHE	T1	13DE765030324405M4		4	4	2908	UAE1	03/08/13	PK	ATB15000050

### Cargo Handling

SKYport Cargo extends the seasonal and daily flight plans of SKYport AODB by special flight types for road feeder service support – thus providing a common interface for both flight and cargo handling. User-customizable views ensure that your cargo teams are provided the information in a user-friendly way.

### Managing Freight Shipments

For each flight, an unlimited number of freight shipments can be managed, identified by their Master Air Waybill (MAWB). MAWB details are accessed directly from the daily flight plan. The intuitive dialog has been optimized for quick and easy data entry:

- Number of pieces
- Weight
- Contents
- Damage/loss notes
- Storage place

## Advanced Handling Options for Import Shipments

Besides managing airway bills, SKYport Cargo provides a variety of advanced handling options, such as creating customs declaration (via ATLAS or other web services), warehousing documents (i.e. manifests) and release documents for pickup (i.e. collection vouchers). Further options include taking the shipment out of the warehouse (collection), calculating the storage period (based on working hours and holiday calendar), and splitting shipments into individual HAWBs. SKYport Cargo also allows issuing status message (FSUs) through SITA.

### Benefits

- Fully integrated with SKYport AODB
- Manage cargo flights and road feeder services from a common user interface
- Fast capturing of all cargo relevant data
- Integration with SITATEX reduces manual input tremendously

## Cargo Billing

SKYport Cargo is fully integrated with SKYport AODB, making all cargo information available in SKYport Billing – for faster billing cycles. The powerful rule engine of SKYport Billing allows flexible and automated billing of all cargo charges. Whatever the fee – basic cargo handling, warehousing, declaring to ATLAS or splitting – SKYport Billing can calculate the charges automatically. Additional fees can be configured individually, and further services can be recorded manually.

SKYport Billing also handles invoicing, such as the generating and printing of collective invoices, even with customer-specific tariffs. The software lets you transfer data to financial accounting and can manage cash payments specifically for settling warehousing fees with the collecting party.



## Customs

Customs handling can be done directly from SKYport Cargo using interfaces such as:

ATLAS (D) The connection to the ATLAS customs system is done through the ZABIS® solution by service provider BlueJay. All relevant customs messages are automatically generated from SKYport Cargo, sent to the provider's website interface, and transmitted to customs from there. Feedback can also be transmitted in this way. The specific process has to be adapted according to local regulations.

## Benefits

- Automated calculation of all cargo charges
- Cash imbursement, invoicing and electronic invoicing
- IS-XML-compliant billing



# Passenger Experience

## SKYport FIDS

Passenger Experience – a topic that is trending throughout the industry.

With flap-boards or LED boards moving out and being replaced with flat screen monitors, multimedia FIDS applications are taking over.

SKYport FIDS, a browser-based Flight Information Display System, offers a range of display components to create media-rich output for your passengers. Create added value for your passengers by displaying destination weather at the boarding gate, provide destination information or incorporate video advertising on FIDS screens. With SKYport FIDS, all of this is just a mouse click away.

**SKYport**

**Abflüge**

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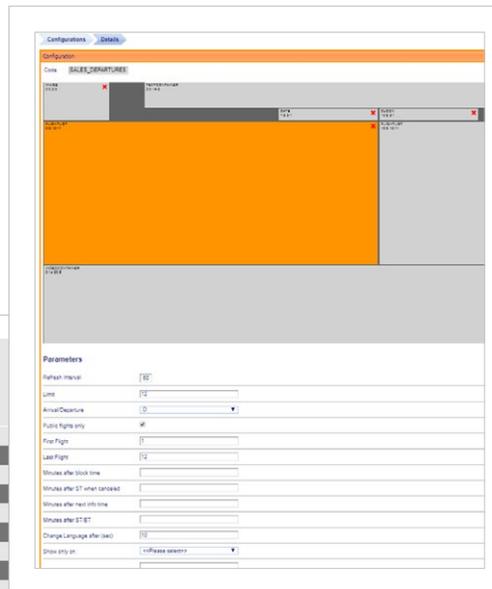
Flug	Flug	Zeit	Erw.	Gate	Nach	Flug	Flug	Zeit	Erw.	Gate
Alaska	AS269	08:10			Innsbruck	Germanwings	ST189	11:45		
Germanwings	AF937	08:40			New York JFK	helvetic	2L257	12:30		
Alaska	AS409	08:45			Paris CDG	airberlin	AF869	12:30		
Sabena	XQ331	08:50			Berlin-Schoenefeld	Alaska	AS853	13:05		
Germanwings	ST271	09:25			Duesseldorf	Alaska	AS443	13:15		
	KL617	09:40			Rimini	Germanwings	ST263	14:05		
helvetic	2L731	09:55			Antalya	helvetic	2L915	14:05		
airberlin	KL649	10:25			Porto Allegre	airberlin	AF695	14:40		
KLH	KL273	10:30			Bristol	KLH	KL173	15:05		
Sabena	XQ779	11:30			Luxor	Sabena	XQ147	15:10		
RYANAIR	FR993	11:45			Goeteborg	helvetic	2L203	15:15		
Germanwings	ST469	11:45			Thessaloniki	Germanwings	ST667	15:30		

Stockholm-Arlanda  
Palma de Mallorca  
Hurghada

**Your Experts for Aviation IT**

## Counter & Gate Management

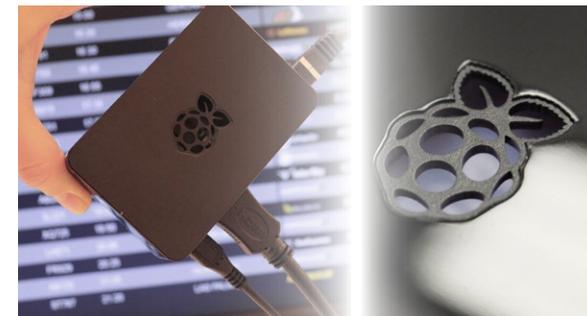
The counter/gate application of SKYport FIDS enables customer-facing operations staff to manage FIDS screens directly at their workstation. Based on the actual demand, the FIDS screens can easily be switched between normal check-in, baggage drop-off, priority check-in and boarding or any other desired screen.



Configuration

## Benefits

- directly integrated with the SKYport AODB, displaying all data in real time with no additional interfaces
- Efficient update mechanisms keep the workload of the FIDS client to a minimum
- Supply FIDS information to any screen in your terminal using inexpensive, energy-efficient single board computers like the Raspberry Pi
- Comes with a WYSIWYG layout editor letting your staff create media-rich FIDS screens on the fly



# Aeronautical Charging and Billing

## SKYport Billing

Market Leader for Airport Billing and Ground Handling Billing

An airport needs a billing and charging process with close collaboration of both operations and administration. All relevant information has to be provided as parameters for the charge calculation. Thanks to its flexible rules, SKYport Billing is adaptable to any charge structure.

In place in more than 60 airports, ISO is the European market leader in billing systems for airport operators and ground handlers. In addition, ISO has deployed its systems to airports/ground handlers in America, Asia and Africa.

ISO's airport expertise ensures benefits far beyond the standard implementation of new software. Our focus is on business process optimization and system integration.

ISO offers three solutions for airport billing. We have a solution matching your preferred technology.

### Three Alternatives for Airport Billing/ Aeronautical Invoicing

Most airports today have an off-the-shelf ERP (Enterprise Resource Planning) system, SAP ERP for instance, to integrate business processes and data. Moreover, the airport billing system/aeronautical invoicing requires flight movement data from the AODB (airport operational database).



### One integrated view – three options for airport billing/aeronautical invoicing

- SKYport Billing is closely integrated with the AODB. An automated upload process enables the billing system to operate with data from the AODB. A rule engine calculates the applicable fees and creates the corresponding billing items, bills and receipts. Financial data is transferred to your accounting system using interfaces.
- SKYport Billing for SAP is a module in your ERP system. Any operational data will be uploaded from your AODB to SAP.
- SKYport Hybrid Billing combines the advantages of both SAP and AODB as fees are calculated via the flexible SKYport Billing engine resulting in billing items. These items will be transmitted to the ERP system for taxation and invoicing. Synchronization makes the data available and keeps it up to date in both systems.

### Benefits

- Save administration overhead by streamlining your invoicing processes
- Reduce manual calculations and media gaps throughout your system landscape
- Invoice quicker, more frequently and more accurately
- Realize your revenues earlier and reduce clearing efforts
- Send your invoices not just as paper but also electronically
- Save IT costs by replacing costly customer tailored systems with standard software
- Make your billing data available for business intelligence – for more insights into your airport's potentials

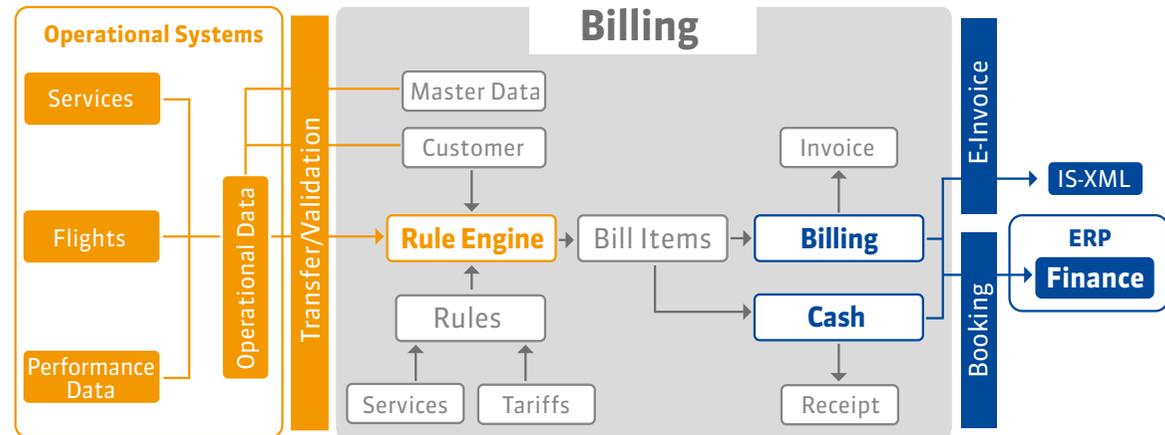
## Calculating in two steps

### 1 Determine the charges to be calculated

Based on the selected attributes of a flight, the system determines the extent of relevant charge types to be calculated. The list of charge types and their descriptions (e.g. "Landing Charge", "Charge for CUTE and FIDS usage") may be maintained by the user, as well as their relation to certain flight attributes (e.g. passenger charges for commercial flights only).

### 2 Calculate the charges

A flexible rule engine performs the calculation of the actual to be invoiced amounts. Of course, this engine makes it possible to handle customer-specific conditions like rebates or surcharges. The result of the calculation is stored in a separate table (bill items) without relation to a later invoice. These bill items may be revised and amended before producing the final invoice.



Calculating air traffic charges is the core function of SKYport Billing. Charges are calculated automatically on the basis of rules, most of which are maintained by the user through the GUI.

## Two ways of producing invoices from bill items

### 1 Commercial Invoicing

The user may determine the extent of items to be invoiced by using several parameters including:

- Date of supply
- Customer
- Charge types

Within such a selection, all items of a customer are collected and a unique serial invoice number is assigned to it. These invoices are stored in as a dedicated database table, the respective bill items are updated with a link to their invoice and marked "invoiced" to prevent multiple processing.

### 2 Cash Settlement

All bill/billing items referring to a certain flight are combined on a cash receipt. The user may influence the cash settlement process in a dedicated dialog:

- Insert additional items (e.g. services on demand)
- Modify the customer
- Determine payment currency
- Issue a charge note without actual payment
- Complete the transaction and print the receipt

As in commercial invoicing, the system inhibits an item from being invoiced twice. The invoice amount is simultaneously recorded as a cash payment. Cash ledger management enables capturing cash revenues and expenditures, for example to record the transfer of money from the local cash ledger to a central account. To transfer invoices to a financial accounting system, a standard interface is provided. It produces a text file and determines the accounts to be used by:

- Charge type
- Tariff
- Type of flight
- Flight origin/destination (e.g. domestic or international)
- Tax rate

The interface can be adapted to the ERP system requirements.



## SKYport Billing for SAP

With SKYport Billing for SAP, SAP ERP can upload flight data from an AODB and make the data available for pricing and invoicing in SAP SD.

The SKYport Billing for SAP interface module uses a graphic interface; giving you full control of the status for uploads from your airport operations systems.

SAP offers highly flexible functions for modeling your airport charges (landing charge, passenger charge, parking charge, infrastructure charge, ground handling agreements, etc.) and processes. Even standard ground handling agreements (SGHA) according to IATA AHM 810 can be managed.

SAP is the market leader for business software. There is no other ERP system available to airports that can compete with SAP ERP. SKYport Billing for SAP is also certified by SAP ("Powered by SAP NetWeaver").

Thanks to its SAP standard functions, the software is fully integrated in the SAP world. This saves much reconciliation work between systems are no longer separated. Direct posting to accounts receivables and managerial accounting brings airport billing and accounting closer together.

Can the approaches be combined?

#### SKYport Billing and SKYport Billing for SAP

Yes, the approach can be combined – this makes sense particularly for multi-airport operators. Copenhagen Airports A/S, for instance, manages not only Copenhagen airport but Roskilde airport as well. Copenhagen uses SKYport Billing for SAP, because of the advantages of the close integration with the SAP system. Roskilde uses SKYport Billing, because at Roskilde the focus is more on operational requirements.

Stuttgart Airport has a similar scenario and uses SKYport Billing for SAP with great success. A subsidiary company at the remote Baden Airport also uses SKYport Billing for SAP with a powerful online integration of the SKYport AODB. The online interface uses SAP's remote function call capabilities to provide a cash imbursement process, which is completely controlled by the SKYport AODB. GAT users can create cash receipts from SKYport Billing for SAP without even logging on to the Stuttgart system. Even cancellations and recalculations can be managed directly from the AODB.

#### SKYport Hybrid Billing

In addition to the scenarios outlined above, ISO also offers a billing solution that integrates even closer to your ERP system.

SKYport Hybrid Billing as a side-by-side extension will take care of all aero-billing calculations and will provide the billing items generated to your ERP sales module. From here on, the ERP system will take over, applying financial regulations and creating the invoices. This provides a high degree of integration while making use of the advantages of both systems SKYport Billing with its aeronautical billing engine and the ERP system with its localizations like taxation, authority interfaces, financial accounting, dunning, and payment reconciliation.

### Going beyond Airports

Did you know that SKYport Billing covers not only aeronautical revenue?

The SKYport Billing rule engine can easily be configured to calculate non-aeronautical revenue such as airport pass issuance, rent or any consumption-based charges like telephone or energy.



## Air Navigational Facilities Charging

### Automated Invoicing of En-route and Approach Fees

The air traffic volume is continuously rising and route usage is nearing the capacity limits. This drives the need for modern and often costly Air Traffic Control equipment and systems. ATC bodies – whether state-owned or privatized – need to make sure to recover these investments by implementing automated Air Navigational Facilities Charging systems.

With its background in airport billing and air traffic control, ISO can offer commercial off-the-shelf solutions for ATC authorities to cover such air navigation charges.



### Benefits

- 100% web-based
- Can be integrated with various FDP systems
- Flexible user interfaces for data checking
- Sophisticated, user maintainable rule engine for ATC charges
- User maintainable master data for flight routes, waypoints, entry and exit points
- Can be integrated with various ERP/Financial Accounting Systems
- Integrated Reporting Engine for statistics
- Based on ISO's Dynamic Components development environment

# Business Intelligence

## SKYport Reporting

Whether you want to produce printed lists for your operations personnel or create colorful graphics for use on tablet computers at board meetings and customer presentations – your reporting tools need to deliver reliable, up-to-date figures.

**How do incidents in a major destination impact your traffic?**

**How does a changed rate affect your traffic figures and charges?**

**Which scenarios arise from the start-up of an aggressive low-cost carrier at your airport (or at a competing neighbor airport)?**

These and various other questions are the reality at every airport. To cope with such questions, airports need reliable figures, up-to-date formation and tools to simulate the impact of their decisions.

SKYport Reporting offers an easy-to-use approach for querying data of your AODB and/or billing solution.

Based on the market-leading open source business intelligence standards Jasper Reports and iReport, a broad variety of reports and forms may easily be designed by the user.

### SKYport Reporting options:

- Formatted lists
- Grouped reports with totals and sub-totals
- Crosstabs

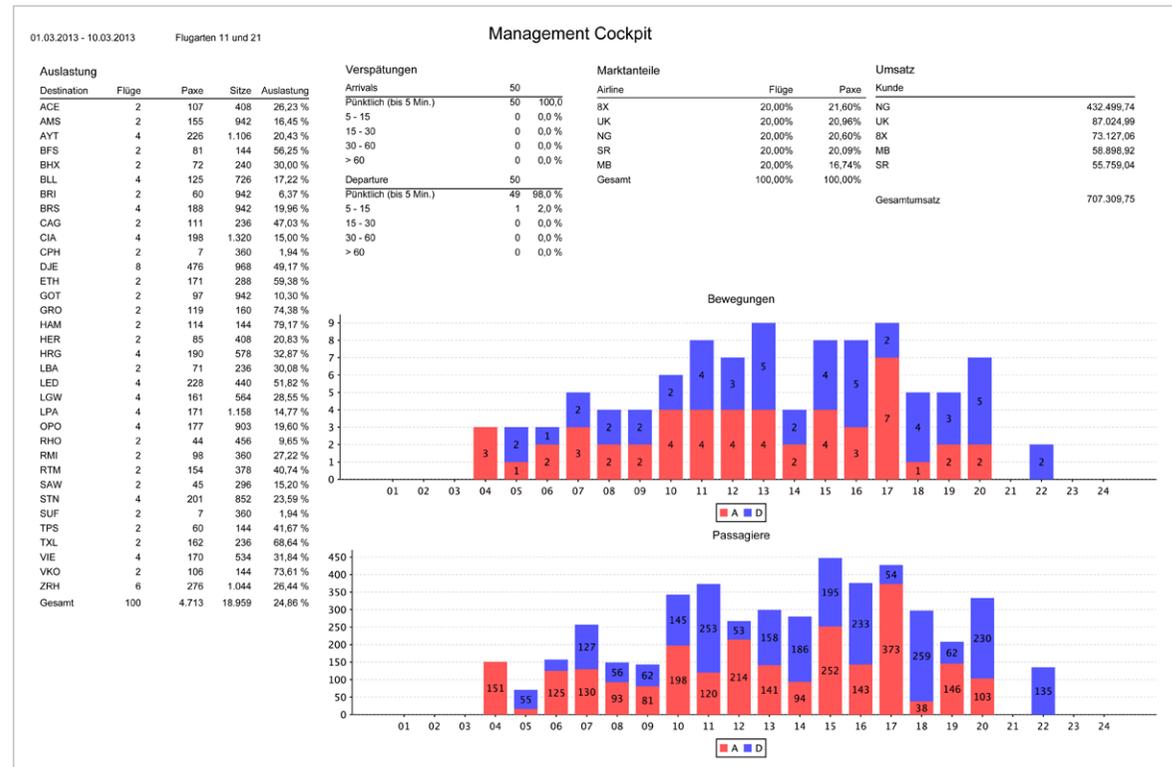
- Various diagram types
- Integration of graphic elements
- Output to csv, xls, pdf and html

### SKYport Reporting includes standard reports

- Operational flight plans and worksheets
- Passenger and capacity utilization
- Turnover reports

## Benefits

- Seamlessly integrates with your SKYport landscape as well as third-party products
- Easy-to-use reporting engine
- Multitude of output formats
- Access your reports from any mobile device



# Collaborative Decision Making

## SKYport CDM

### CDM in Airport Management

In the next years Airports will meet their operational limits, and further expansion will be hard to achieve. Therefore, all available capacity reserves must be better utilized. This requires close cooperation by all air traffic stakeholders.

To support such a cooperation, Eurocontrol has developed the concept of Collaborative Decision Making together with Airports Council International (ACI) and International Air Transport Association (IATA) to harmonize the IT processes in the airport business.



### SKYport CDM Standard Features

Already the basic components of the SKYport AODB, combined with the versatile communication options of SKYport Connect, provide your airport with an efficient tool to implement CDM projects with its local partners:

- Open web-based AODB
- Communication platform
- SKYport Connect

### SKYport CDM Enhanced Features

These options can be extended by SKYport CDM, which adds a sophisticated process management to SKYport, giving you a first-rate CDM application.

- All substantial phases of the aircraft handling processes can be precisely monitored
- Status information and alarm procedures ensure common situational awareness of all concerned parties
- Web interfaces send the data directly to the user – on mobile devices and on CUTE terminals

SKYport CDM is not limited to the linear turnaround process described in the standard. It also supports the parallel processes of airplane handling like

- Boarding
- Cleaning or
- Catering

and thus integrates the handling agent even more intensely into the common decision-making processes.

## Benefits

Improve your Planning Process thanks to

- Flexible planning and monitoring of handling processes down to the minute
- Optimized resource usage and improved punctuality of air traffic
- Monitoring of exceptions
- Calculation of the effect of process delays
- Control of Service Level Agreements
- Logging of all events and alarms
- Documentation of requests for optional handling services
- Access via browsers independent of workstations
- Precise data entry through mobile devices

# The ISO-Gruppe

## SKYport Quality Features

- High reliability and performance through industry standards
- Easy-to-use graphical user interfaces
- High level of data security and validation
- Outstanding integration options
- Easy adaptation to customer-specific requirements by multiple levels of customizing
- 100% browser based (no installation on client required)
- Easily adapts to mobile devices
- FIDS runs on virtually any hardware platform (incl. Raspberry Pi)
- Hosting and SaaS options available from ISO's own datacenter
- All necessary implementation and maintenance services offered by ISO Software Systeme

We care for your needs.

## Lasting. Innovative. Reliable.

The ISO-Gruppe has been active in the IT and software market since 1979 and has since developed into a versatile, international IT service provider.

Following the concentration on specific markets, several powerful and innovative companies were created under one roof. The portfolio includes Consulting, Development, Implementation, Maintenance and Optimization of IT Solutions as well as HR Services.

Around 620 employees work at several locations in Germany as well as in affiliated companies in Austria, Poland and Canada. The ISO-Gruppe companies ISO Software Systeme, ISO Travel Solutions, ISO Professional Services and ISO Public Services with their locations in Nuremberg, Munich and Frankfurt a. M. are certified according to DIN EN ISO 9001:2015.

For 2021, the ISO-Gruppe expects annual sales of about 100 million euros, which would correspond to a sales increase of 22.5%.

## The ISO-Gruppe consists of these companies:

- **ISO Software Systeme**  
**Software Engineering and IT Services**  
Aviation | Automation | Medical Technology | Custom Software Engineering
- **ISO Travel Solutions**  
**IT Solutions and Services for Tourism**  
Reservation System Outcoming and Incoming | CRM for Tourism | Mobile Solutions | Distribution System for Tourism | Custom Product Development
- **ISO Professional Services**  
**SAP Experts and IT Service Provider**  
Services for: SAP | Hosting | Infrastructure  
Data Quality | Data Governance | Data Integration
- **ISO Recruiting Consultants**  
**Recruiting and Staffing Services in the IT domain**  
Placement of qualified staff:  
Freelance | Permanently Employed
- **ISO Public Services**  
**IT for e-Government**  
Software Engineering | Software Architecture  
Consulting | Project Management | Operational Support and Testing for Public Services

**5**   
Continents

**82**  
Airports 

**682**   
Million  
Passengers p.a.

**6.0**   
Million  
Movements p.a.

**Dedicated to Airport Success since 1987**

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