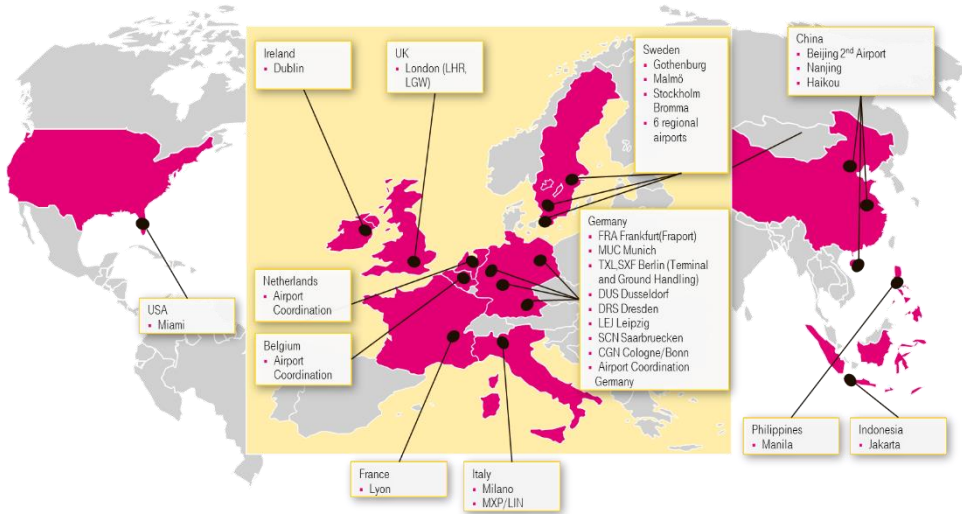


Our customers:



We combine extensive experience, industry-specific expertise and cutting-edge technology to optimize your processes, helping you reap tangible benefits in all areas of your business.

We currently serve a wide range of airlines, airports and ground handling companies around the globe – from airport resource and flight data management, over slot coordination to ground handling processes.

Find out what we can do for you!

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GROUND HANDLING MANAGEMENT SYSTEM BY T-SYSTEMS



AVIATION SOLUTION PORTFOLIO

 RMS Resource Management System for Airport Resources	 AODB Airport Operational Database	 GHAMS Ground Handling Management System
 A-CDM Broker Solution for Airport Collaborative Decision Making	 AMB Advance Message Broker	 CAT Check-In Allocation System
 PPC Passenger Processing Control	 FIDS Flight Information Display System	 BCIS Baggage Claim Control & Information System
 AVD Aerial View Display	 BI Aviation Business Intelligence	 BHS Baggage High Level Control System
 SAMS Slot allocation and management system	CORE MODULES	
		 ASIMsPlus Advanced IATA Messaging System



T-Systems' new ground handling application GHAMS is part of our proven and worldwide implemented aviation solutions.

Discover the benefits of GHAMS:

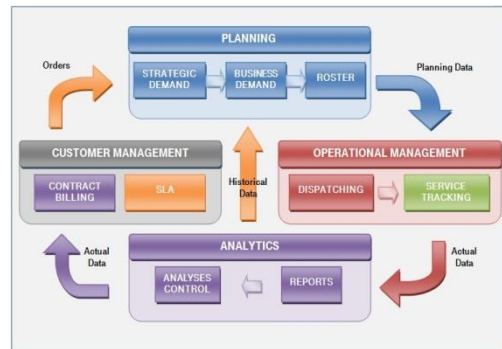
- Increase your productivity and efficiency of ground handling processes
- Reduce operational costs due to optimized allocation of human resources and equipment
- Avoid missed service recording and billing
- Close the gap between planning and operational mode
- Improve motivation of staff through moderate work peaks
- Advance service levels to your customers by controlling and enhancing time-relevant tasks
- Respond quickly and efficiently to unpredictable situations like flight delays or unscheduled ad-hoc services
- Operate pro-actively by foreseeing bottlenecks within daily operation as well as in the planning phase
- World-wide access to data warehouse reports to support long and short term decisions
- Ease up your work order communication and service tracking with mobile devices

GHAMS' modular design enables adaptation to your individual company needs.

What is GHAMS?

GHAMS supports the ground handler's processes and lifecycles for flight and resource management. It provides capabilities for managing your flight schedules in order to calculate and adjust required resources and services based on several rules in all dimensions of your operation: from planning over daily operation and reporting to historical analysis ensuring the coverage of SLAs and customer needs.

These are the GHAMS components:



Resource planning

The module "Planning" allows to calculate resource demand based on business rules including specific workload requirements by a given SLA and flight schedule information. The system also supports scenario calculations and displays results graphically.

It offers:

- Demand calculation (strategic - long-term and operative - mid-/short-term)
- Calculation based on ideal shifts and/or predefined shift types
- Shift import & export
- What-if scenarios (with own reference data)
- Comparison of scenarios
- Multi-Station support

Additionally, the module supports external roster generation based on various configurations. The application helps to create and optimize rosters to match calculated shift demands. The following settings are basis of this module:

- Assign working hours
- Set up/matching of ideal shifts and employees
- Consider underlying labour laws
- Management of time and absences



Operational flight and resource management

Ease your operational activities by increasing your operators' situational awareness for planning, managing and monitoring daily operations based on various inputs. The application provides a comprehensive graphical scheduling functionality allowing the user to make his decisions pro-actively and in real time. It provides:

- Seasonal and operational flight scheduling and info
- Resource dispatching (pre-planned and/or dynamic)
- Daily shift - and attendance management
- Team building
- Distance matrix
- Multi department- and area support
- Shift- and break management
- Automatic rule evaluation and re-calculation
- Conflict handling
- A-CDM readiness
- Shift book
- IATA MVT generation and sending

In addition, various alert messages indicate every important deviation during daily operation. Current task operating times and statuses enable a detailed tracking of all ground handling activities in real-time.

Enhance your BI capabilities

Derive more benefit with extension modules for Analytics:

- Real-time – react faster to changes in day-to-day business with real-time data.
- Historization – analyse data more precise with completely progress of data.
- Data Lake – keeping all originated data for future analysis including data that is not needed for now.
- Connect to new data sources and enhance your analysis abilities.

Choose the best fitting delivery and deployment model for your company

GHAMS modular solution can be hosted at one of T-Systems' dedicated and secure data centres in an ASP (application service provider) mode. It allows a convenient handling of different stations in one instance, using the integrated multi station support functionality.

Of course, the solution can also be stationed on your own premises where we adjust GHAMS according to your organisation's individual requirements.

Tracking services with mobile device support

Decrease your communication efforts, keep your staff up to date with real-time data exchange and track staff efforts on an individual level using smart phones and/or tablets.

This module is a mobile software solution, which is independent from any OS and supports data communication like WLAN or 2G/3G. It covers:

- Task management and status indication
- Progress recording (task status and time stamps)
- Service recording
- Customized screens
- Customized status catalogue
- Connection status and offline support
- Team lead and -support

Airport Analytics

Analyse operational data and receive a comprehensive insight into your day-to-day business. The office compatible analytics module monitors key performance indicators presented on dashboards to provide decision makers with required figures ranging from standard reports to company BI. It features are:

- Management and operational reporting options
- World-wide access to time- and context-oriented data
- Feedback loop option for further demand calculations
- Multi-Source and Multi-Station support

Extension by other T-Systems Aviation solutions

Besides the management of static reference data, a sophisticated user authorization concept and a process/business rule engine, GHAMS offers standard interfaces to external AODB, HR, SAP and roster tools. It provides a direct connection to any other T-Systems aviation solution.

Therefore, and to improve your operational as well as your administrative business, GHAMS core modules can easily be extended by different modules from our Total Airport Management Solutions (TAMS):

- ASIMSplus – Advanced IATA Message System
- AMB – Advanced Message Broker
- Airport map (data driven)
- AVD – Aerial View Display (real-time)

Special modules for companies offering both ground handling and terminal operations:

- AODB – Airport Operational Database
- RMS – Resource Management System for airport resources
- FIDS – Flight Information Display System

