So what captured your interest? We have many solutions and options that can help your business grow. Please contact us to learn more.
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www.amadeus.com/groundhandlers
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IN A NUTSHELL...

The Amadeus suite of products and services for ground handlers has been designed to manage both flight and passenger operations. From the minute an aircraft arrives, to the moment it takes off again, Amadeus technology will accompany you at every stage of a flight turnaround.

We are here to help you check in passengers, tag and track bags, allocate your staff and ground support equipment, and get the plane loaded so it can take off on time. You can even handle all your contracts and billing from our centralised invoicing tool.

Automation and real-time information

Automation and real-time information

Amadeus ground handling solutions are centrally hosted and deliver information in real-time, giving you instant insight into passenger and flight operations. All our solutions are integrated, so you don’t need to spend time or money building separate interfaces. Instead, you can concentrate on running your business and providing your customers with the best possible service.

Flexibility for your business

Flexibility for your business

We have a flexible approach to business: you take the solutions you need now and scale them up at your own pace. You will always receive the latest product upgrades, as well as 24/7 support. Our technology brings efficiency and accuracy to your operations, making your life easier and freeing up valuable time so you can concentrate on other business priorities.

Proven experience and expertise

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Amadeus has 30 years of experience in developing leading IT solutions for the travel industry. Today, we serve more than 100 ground handlers worldwide and with more than 130 airlines as our customers, there are great opportunities for you to capture new business.

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The Amadeus Altéa Ground Handler Departure Control System (DCS) consists of two key components:

- Amadeus Altéa Ground Handler Departure Control - Customer Management, to handle your front office, check-in and boarding activities.
- Amadeus Altéa Ground Handler Departure Control - Flight Management, to handle weight and balance ensuring a safe and quick aircraft turnaround.

What?

What makes our DCS unique is that there is only one solution for you to deploy that lets you connect to and service multiple airline customers. Your agents only have one tool to learn, which lets them access all handled carriers using the same master sign-in. You will only need one support channel to contact us with any technical issues. In addition, Amadeus Altéa DCS for ground handlers is a community system. This means you will benefit from ongoing product enhancements and system upgrades, at no additional cost.

Why?

Why is the Amadeus Altéa DCS the right choice for your business? Over 130 airlines use Altéa and this number continues to grow year on year. In fact, these airlines typically prefer to work with ground handlers who can connect directly to their schedules, inventory, passenger data and business rules in order to manage flight departures on their behalf. As a ground handler using Altéa DCS, you will be better positioned to capture additional business.

ONE IS THE MAGIC NUMBER!

ONE connection to your airline customers
ONE tool for agents to learn vs. multiple airline DCSs
ONE solution so only 1 CUTE/CUPPS licence required
ONE support channel for all technical queries
ONE sign-in to remember
ONE community system with free upgrades

What?

Why?

ONE IS THE MAGIC NUMBER!
Imagine being able to use one tool to connect to all your airline customers, instead of having multiple DCS connections. Amadeus Altéa Ground Handler Departure Control System - Customer Management lets you handle passengers from both Altéa and non-Altéa airlines. For passengers of airlines using Altéa, you can offer them more personalised services that reflect the policies of each airline. What’s more, if you are also using Amadeus Altéa Ground Handler Departure Control System - Flight Management, you can maintain two-way communication ensuring real-time updates with the aircraft ramp and load controllers.

Handle last-minute flights

The dynamics of the ground handler ecosystem require you to be very flexible. For example, you may have just a few hours to accommodate the handling of a new airline or aircraft. Amadeus Altéa Departure Control System - Customer Management Ad-hoc Flight Solution lets you respond to such last-minute requests. With this tool, you can design the seat map according to the aircraft characteristics (e.g., seats suitable for infants or passengers with reduced mobility). You can also manually process weight and balance with our flight management weight calculation tool. These functionalities and more make it possible for you to turn around unexpected flights quickly and safely.

Benefit from belonging to a strong community

In 2016 we welcomed our 100th ground handler customer, making the Altéa community the world’s largest in terms of numbers and traffic generated. Our departure control system works on a shared infrastructure; this means all product updates and enhancements are automatically rolled out at no additional cost, so your solution will never be out of date.

Our solution lets you maximise your business reach: work with charters, LCCs, last-minute flights and full service carriers with speed and efficiency.
AMADEUS ALTÉA
GROUND HANDLER DCS
CUSTOMER MANAGEMENT
OPTIONAL MODULES

Additional self-service modules are available for your Amadeus Altéa DCS - Customer Management system, giving your passengers and agents more check-in options.

Self-Service Check-In: offer passengers more flexibility
Check-in does not have to take place just at your airport counters. Passengers can choose to check in at self-service kiosks (both at and off the airport), or online from a PC or mobile device. This gives more choice, flexibility and helps make the best use of your resources, reducing costs by up to 30%.

Self-Service Boarding: free up agents to service passengers
Offer your passengers the convenience of self-boarding at departure gates. This frees up your agents to handle any passenger queries, making better use of their time and helping your airline customers meet their push back slots.

Roaming Agent: mobilise your staff
You can use Amadeus Altéa DCS - Customer Management on mobile devices, making it possible for agents to ‘roam’ the airport, reducing queues and speeding up passenger processing. You can also handle disruptions and provide personalised services to VIP passengers.

All Amadeus Customer Management modules integrate fully with our core system and use the same data sources. With more check-in and boarding options, you can enhance your service levels.
Achieve more on-time departures

Getting flights turned around on time is a top priority. Delays are costly to airlines and leave passengers dissatisfied, so a smooth, efficient flight management process is essential. Our solution automates many of the processes associated with managing multiple flight departures. From the same screen, you can switch from one flight to another - monitoring any changes to schedules, passenger numbers and cargo weight.

Be more productive with accurate data sharing

With automated flight departure monitoring and integrated business rules, load controllers can manage many more flights and load sheets in the same work shift. You can also choose where to manage your load control operations; either remotely from a Centralised Load Control (CLC) office, or locally, at an outstation. Being able to transfer load sheets directly between ground staff, load controllers and ramp agents, ensures that all parties are always working with the most up-to-date and accurate information. This means fewer surprises at departure and faster turnarounds.

Balance the aircraft load perfectly

Amadeus Altéa Ground Handler Departure Control System - Flight Management will provide you with precise calculations on passenger numbers and cargo load to produce the most efficient load distribution. You can then accurately calculate the taxi and trip fuel required for each journey, helping your airline customers optimise fuel consumption.

Getting the flight ready for departure requires a constant communication flow between load controllers and ramp agents. Accurate weight and balance calculations ensure perfect load distribution and a faster turnaround.
The Amadeus mobile suite is fully integrated into our core flight management solution. It is used by ramp/freight agents to streamline communication between centralised load controllers and ground staff. The mobile suite is comprised of four applications that can be deployed individually or combined to suit your needs. These can be run on laptops, tablets or other hand-held devices using a standard internet connection.

**Mobile Ramp:** update load reports at the ramp

This solution allows you to perform ramp clearance activities. It also gives you access to load reports in real-time and from any location, so you can make changes on-the-move.

**Mobile Freight:** communicate final cargo load

Freight agents can use this application to enter and edit cargo information and distribute it to each aircraft. With an accurate view of the cargo load, you can avoid last minute changes that may result in delayed departures.

**Mobile Passenger:** input passenger & baggage information manually

Occasionally, passenger and baggage information may be missing from the flight plan. With this mobile application, authorised users can manually update passenger and baggage numbers to complete the onboard flight plan.

**Mobile Fuel:** manage fuel information remotely

This function allows agents to remotely update the fuel status, density and figures. Precise calculations are essential to keep fuel costs down and increase uplift capacity.

This mobile version of Amadeus Flight Management makes it possible for you to handle ramp, freight, passenger and fuel operations remotely and on-the-move, adding another dimension to your ground handling services.
**AMADEUS ACUS**

**Airport Common Use Service: a cloud-based, common use solution**

Amadeus presents a cloud-based common use platform

Amadeus has created a cloud-based, common use platform so you can connect to multiple airline departure control systems, as well as many other applications, through a single, web-enabled device. This solution is economical, reliable and lets your agents manage ground handling operations from anywhere at and off the airport.

**Amadeus ACUS offers flexibility, scalability and mobility**

ACUS offers ground handlers multiple capabilities. Our cloud infrastructure allows your agents to manage passenger operations both at and off the airport. This creates new customer touchpoints where and when needed and helps remove congestion from the airport terminal. Amadeus also provides hardware workstations that can be adapted to your needs (e.g. thin clients and laptops), giving you the flexibility to offer ‘on-demand’ capacity.

**A growing community of users – agility and cost savings**

Launched in 2014, Amadeus ACUS is used in several airports around the world and supports the operations of +140 airlines globally. If an airline wants to be ‘turned on’ at a new airport, they just need to connect to the ACUS platform. It’s that quick and easy.

Airports, airlines and ground handlers also choose Amadeus ACUS because of the significant infrastructure savings to be made: connectivity costs, training costs, hardware costs, licensing and maintenance costs are significantly reduced.

**In addition, the ACUS platform supports other functionalities such as Airport Pay, a multi-merchant payment solution that lets passengers pay for additional ancillary services at the check-in counter. All applications are hosted in the cloud, making them accessible anytime, anywhere.**
AMADEUS BRS
Tag and track baggage on its journey to & from the aircraft

With Amadeus BRS,
you will always know where every bag is.

Losing a bag has significant implications for your airline customers: they have to compensate passengers and their reputation may be damaged. You can help eliminate these problems with our baggage tracking technology: as soon as you tag a bag, it can be tracked throughout its journey to and from the aircraft. You will benefit from end-to-end visibility of every flight as updates to schedules and passenger numbers are immediately reflected in Amadeus BRS. The end result is improved baggage reconciliation and first-class customer service.

No expensive hardware - it’s hosted in the cloud.

If you already use Amadeus Altéa DCS, integrating Amadeus BRS is instant as it runs on our common use workstations. As there is no server or architecture deployment required, once you have Amadeus BRS configured at one airport, you can easily and rapidly deploy it to other airports and to off airport locations.

Instantly locate bags of no-show passengers.

Aviation security has never been more important and there are times when you might need to offload a bag because a passenger has not boarded. Amadeus BRS can tell load controllers exactly where to locate the bag on the plane, so you can keep people and aircraft moving.

Amadeus BRS is compliant with IATA Resolution 753.

By 2018, baggage tracking will be compulsory. Our solution is universal: it works for all ground handlers, all airlines and all airports. By implementing Amadeus BRS, you will be able to demonstrate R753 compliance, an important advantage when competing for an airline’s ground handling business.

With Amadeus BRS, you can offer your airline customers peace of mind that all luggage is securely tracked. And fewer mishandled bags means huge cost savings, which airlines are sure to appreciate.
Monitor your turnovers in real-time

With the AODB mobile application, agents can see what flights and tasks they have been assigned and input completion times into any handheld device. This information is then synchronised with the AODB, allowing supervisors to monitor ground handling activities in real-time. The system also lets you predict potential delays and the knock-on effect they can have on flight departures, so you can react in time and take any necessary action.

Integration with other business applications

Amadeus AODB integrates with other business applications: passenger processing (Amadeus Altéa Ground Handler DCS - Customer Management), flight operations (Amadeus Altéa Ground Handler DCS - Flight Management), staff and equipment (Amadeus H-RMS), billing (Amadeus PROPworks), and baggage reconciliation (Amadeus BRS), enriching your operational awareness. Information feeds are automatically shared between applications, removing the need to manually update data.
Human Resources Management System: deploy the right resources, in the right place, at the right time

Plan ahead

Allocating the staff and equipment you will require for every flight arrival and departure is incredibly complex. You need to have detailed work schedules in place that offer the flexibility to scale your operations up and down according to demand. Amadeus H-RMS offers you visibility of all scheduled flights so that you can make accurate provision for the resources you will require.

Prepare for the unexpected

How quickly could you quantify the resources needed for an unexpected situation, such as an unplanned flight arrival? Amadeus H-RMS lets you create simulated work conditions so you can determine the people and equipment you will need and identify any gaps in your supply. What’s more, with full integration capabilities with Amadeus AODB, you can get real-time updates for all arriving/departing flights, so you can make any necessary resource adjustments. Let’s say the arriving aircraft has changed to a Boeing 777; Amadeus H-RMS will automatically calculate that you will need an additional 4 check-in personnel, 3 baggage loading teams, a high loader, 2 buses and mobile stairs.

A single view of operations

The graphical user interface gives you a single view of your resource allocation across the airport. This lets you instantly identify and react to any bottlenecks, placing people with the right skills to the relevant tasks, and locating equipment where it is needed. You can also manage shift times, vacation rosters and non-flight related activities such as training. With only one system to update, you reduce the risk of human error and misplaced information. In addition, Amadeus H-RMS can be fully customised to reflect your business rules, KPIs and any country regulations.
Amadeus PROPworks®

Manage all your invoices and contracts

Manage contracts, billing and invoicing

Amadeus PROPworks is a software solution that can be configured to suit your precise business needs. It is used to manage the billing of aeronautical services (e.g. cleaning, fuelling) using flight information collected in the AODB or from an external file. You can also monitor the contracts you have in place with different suppliers and customers and view detailed contact and agreement information.

Configure billing rules to manage all your invoicing

Amadeus PROPworks offers extensive and user-configurable billing rules so you can generate all kinds of invoices. There is also an ad-hoc billing module that you can use to manage exceptions or General Aviation flights. The rules structure is stored in the application, allowing you to re-use the rules when needed, saving time and resources.

Suits ground handlers of any size

Amadeus PROPworks can be used by ground handlers of all sizes, ranging from those who manage a limited number of movements, all the way up to large-scale stations. This solution is also offered as a stand-alone tool so you can integrate it with your own AODB or ERP (Enterprise Resource Planning) platform.

Flexibility to handle ad-hoc cash payments and manage your assets

There may be exceptional situations when you need to collect payment for a flight turnaround (e.g. the arrival of unexpected charter flight or private jet) before the flight departs. In these situations, the ‘Cashier’ module lets you bill for services directly, via cash, credit card or cheque. In addition, Amadeus PROPworks lets you interface with CADIS and GIS systems to better visualise your physical spaces (e.g. open areas, hangars, parking slots), helping to monitor your leases and spaces.

Every flight requires multiple services to turn it around. Amadeus PROPworks is a revenue management application that lets you bill individual services for each airline customer, using just one tool.