

# Case Study: Amsterdam Airport Schiphol

The first Ctrack Airport Solution was deployed at the end of 2015 at Amsterdam Airport Schiphol (AMS). With over 58 million passengers per annum, AMS is the fifth busiest airport in Europe. AMS has been the hub for KLM Royal Airline and its independent subsidiary, KLM Equipment Services (KES) since 1952.



KES has accumulated wide expertise in all aspects of operating GSE, i.e. all vehicles and equipment for the handling of aircraft on the ground..

KES was looking for a way in which to monitor and manage its growing fleet of specialized vehicles and equipment. They wanted to see where each asset was at any time and who was operating it, in order to improve the efficiency of their operations and productivity and safety of their employees and assets.

Within two months, Ctrack developed an innovative, user-friendly and unique SaaS platform for multiple departments with KES and other supplier companies operating at the airport. The Ctrack Airport Solution monitors and manages access for more than 5 000 airport staff cardholders to KES equipment via RFID readers.

In addition, GSEtrack has now been integrated to provide the non-motorized component delivering a truly holistic solution to the airport.

# Third Party Interface

A third party Application Programming Interface (API) is an interface that contains attributes which generates data into a third party application. For an airport equipment management solution, the equipment ID, user ID, geo-location as well as trip information are the minimum attribute requirements.

Based on the data feed, a back office application such as a dynamic planning solution or ERP system is fed with the data in order to create invoices or improve outstanding work. With this, KES was given a fully automated billing engine that delivers undisputable invoices to its clients. Besides a measurable administrative improvement, this resulted in a direct reduction of administrative hours and higher customer satisfaction.



Ctrack RFID Reader

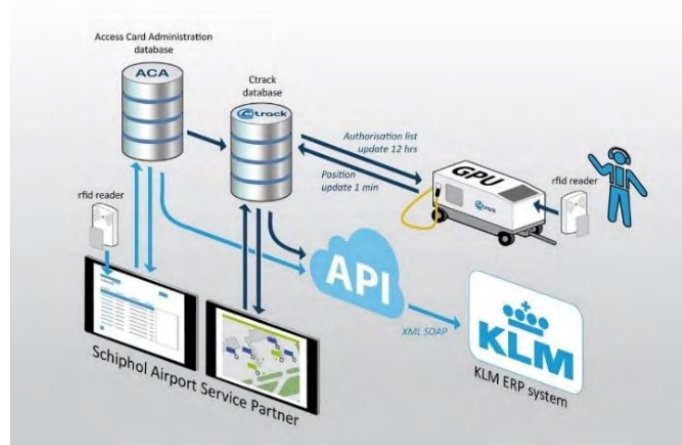


KLM manages and maintains thousands of pieces of equipment, ranging from simple baggage dollies to massive main-deck-loaders

## Results

With Ctrack's Airport Solution, KES has experienced significant ROI as a result of reduced costs and enhanced operational efficiencies. The solution also gave KES complete visibility of the location of all of their assets via a desktop or smartphone application.

Ctrack is currently expanding this solution to other GSE service providers at Amsterdam airport not only for equipment but also for vans, trucks and other vehicles.



Amsterdam Airport Schiphol Infrastructure

## Conclusions

Ctrack's Airport Solution is becoming increasingly popular with international airports. In addition to considerable operational cost savings, the highly reliable fleet information leads to improved customer service levels as well as improved safety and security. In these unstable times, it also provides the reassurance that assets are secured to prevent unauthorized access to these machines. This has contributed to increasing overall airport safety and security.

Ctrack's Airport Solution is now being taken up by other service providers at the airport such as catering and visitors handling.

