

CASE STUDY – Airlines

JATS

Fujitsu helps JATS improve services



"[With the new system] Jardine Air Terminal Services only has to increase 4.9% of operations staff to serve 10 more airlines in 2001."

Jardine Air Terminal Services (JATS)

Jardine Air Terminal Services Limited is a specialist ramp services company that has been in operation since the new Hong Kong International Airport opened. It is one of the three service providers at Chep Lap Kok and handles around 40% of all flights in and out of the airport. With a team of more than 700 staff, JATS is now serving 30 International Airlines, including Air China, Air France, United Airlines, British Airways, Virgin Atlantic Airways and more.

The Challenge / Issues

Today, rostering problems found in airline crew scheduling systems become more complex. Ground handling services providers are facing challenges from increasing stringent service level agreements with customers and the exacting standards laid down by the Airport Authority. To meet these objectives, JATS outsourced the development and on-going maintenance of their key operational systems to the Travel Systems unit of Fujitsu Hong Kong Limited. During this time Fujitsu delivered several key operational applications, including Automated Resource Control System (ARCS) and the manpower planning and rostering system (MPRS) to the company.

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The Solution

JATS implemented the MPRS and ARCS which are designed and supported by Fujitsu. The MPRS plans and rosters ground service personnel by automatically generating the shift lists from estimated manpower requirements and aggregate demand as determined from their airline flight schedules that are maintained in the system. "The system has rules to govern people's work and fairly distribute the work to JATS staff," said Ron Gould, Project Director of Fujitsu Hong Kong Limited. ARCS continuously monitors and interprets electronic information from various internal and external sources such as the airport flight information display and bay allocation systems, electronic staff time attendance and airline SITA telexes to ensure real-time information on aircraft arrivals and departures is available.

The Benefits

MPRS, together with ARCS, enable JATS to improve on the exacting standards set by the Hong Kong Airport Authority. For example, it enables the delivery of the first bag to baggage reclaim within 20 minutes of aircraft arrival at the gate. Besides, Fujitsu provides the flexible solutions that prepare efficient rostering and planning of the JATS ramp handling staff. JATS only has to increase 4.9% of operation staff to serve 10 more airlines in 2001.

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