



## Optimatics - Smarter Mobile Workforce Management

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## Menzies Airside Aviation - Aeromark Optimatics helps to keep cargo moving

Menzies Aviation, one of the world's major independent suppliers of ground handling services to the aviation market, has successfully deployed Aeromark's AeroTrack vehicle tracking solution across its airside fleet at London Heathrow.



### Industry Sector

Aviation

### Key Drivers

Customer demand to reduce delays with loading and unloading of cargo

### Summary of Benefits

Accurate service level monitoring

Automation

Removal of paperwork

Improved resource management

Increased productivity and business efficiency

Reduction in delays

Greater understanding of the business and any delays that may occur

Improved customer satisfaction

### Challenges

"Our customer base includes airlines and cargo handling agents all working to tight deadlines and delays are costly, so they demand that their cargo is unloaded and loaded as quickly as possible. It is crucial that Menzies can accurately monitor their SLAs to determine why delays have occurred," said Lesley Coleman, Operations Manager, at Menzies Aviation. "Previously we had to manually measure our SLA performance by checking truck loading and unloading documents when they were returned to our central location and there was the potential for inaccuracies."

### Solution & Benefits

Menzies Aviation, collects cargo from warehouses located both airside and landside (on/off airport) and takes it to be loaded on to customer's planes. "When unloading planes our vehicles must be waiting when the plane arrives at its stand. We simply cannot allow our vehicles to be in the wrong place at the wrong time, and if they are, we need to understand why. We needed a tracking solution that would also deliver this capability plus additional operational tool capabilities that would deliver information to help us to manage the day to day running of our business," explained Coleman.

AeroTrack, a component of Aeromark's Optimatics, which takes traditional Telematics solutions to the next level, was chosen by Menzies Aviation. The solution enables both the tracking of the vehicle and identification of individual drivers.

"AeroTrack enables us to instantly understand why a SLA has not been met. We can see that a vehicle was held at a security checkpoint for longer than normal, that a vehicle arrived at a stand on time but the plane was delayed or that it arrived at the warehouse and had to wait for the cargo to be loaded", Coleman added. "AeroTrack allows us to more accurately monitor when a vehicle has cleared a job, and is available for the next one, which has helped to increase our productivity and efficiency."

Aeromark was the obvious choice for Menzies as it has been deploying its tracking solutions for its landside fleet since 1997. "Our existing strong relationship with Aeromark made it very easy to work with them on the unique additional requirements of an airside solution."

An important feature for Menzies Aviation was the ability to build into the software stand numbers, rather than road names and a 'Lights On' warning' to be triggered when the ignition is turned off, to prevent vehicles becoming totally immobile as a result of a flat battery. Stranded vehicles can cause serious delays to aircraft, hampering the operation of the airport.

"AeroTrack ensures that we have satisfied customers as we are able to keep their cargo on the move and get their planes back in the air as quickly as possible." concluded Coleman.