CASE STUDY



TIGHT DEADLINES, COMPLEX SYSTEMS, WINNING RESULTS

KLM SWITCHES TO EPG'S AUTOMATED CLOUD-BASED GROUND HANDLING SYSTEM

AT A GLANCE

COMPANY

KLM Royal Dutch Airlines

INDUSTRY

Aviation

LOCATION

Amsterdam/ Netherlands

CAPACITY

25 million passengers per year

ABOUT KLM ROYAL DUTCH AIRLINES

Founded in 1919, KLM Royal Dutch Airlines is the national carrier of the Netherlands, offering passenger and cargo services to destinations around the globe. KLM plays a leading role in global aviation, serving millions of passengers and handling thousands of flights annually while providing a range of ground services to third-party airlines.

CHALLENGE

Separate systems for fueling and ground services and tight deadlines in ground handling processes.

SOLUTION

Migration of both GHS systems into one cloud-based platform.

RESULT

One unified system as well as increased accuracy and simplified billing.

EPG Ehrhardt Partner Group

COMPLEX GROUND HANDLING PROCESSES

Efficiency in the air starts with smarter systems on the ground. KLM Royal Dutch Airlines, a major player in global aviation with over 25 million passengers per annum, relies on sophisticated software for smooth operation. Out of Amsterdam's Schiphol Airport, KLM handles thousands of flights a month for itself and third-party airlines, providing a range of ground services from refueling to baggage handling. With such a diverse scope, KLM sought a solution to master its complex contract and billing processes. That solution was EPG's merged GHS system.

CONVERGING SYSTEMS AND MOVING TO THE CLOUD

KLM was running two separate instances of EPG's Ground Handling System (GHS) application, one for fueling services and another for general ground handling services. These systems automate charges for services rendered on and off the tarmac. With digitized contract and billing management, KLM saves time on documentation efforts, improving charge accuracy and boosting overall efficiency. But two separate systems were complicating processes.

The airline tasked EPG with combining its two platforms for fueling and ground handling into a single solution hosted on Ehrhardt Partner Xtended (EPX), the company's private cloud with high-security, high-speed connectivity. A clean merger required the integration of various internal and external systems - each with its own distinct datasets - while upholding the stringent security protocols of Habile. Habile, KLM's authentication and authorization system, governs which users have access to the GHS platform, ensuring that only those with clearance are privy to sensitive information about internal operations and financial records.

WHY EPG'S GHS?

KLM's decision to choose EPG's GHS solution came after a thorough evaluation and a peer's astute nudge in the right direction. Recommended by an industry partner, EPG's solution was selected for its proven capability to manage complex ground handling operations. With a looming deadline of April 2024 to retire the older version of the system, the pressure was on to deliver a fresh solution that would be robust enough to meet today's challenges and flexible enough to accommodate future needs.

FROM CHALLENGES TO TRIUMPHS

Transitioning from an on-premises system to a cloud-based SaaS solution came with a unique set of challenges. KLM and EPG teams worked together, navigating intricate technical and security requirements, to successfully complete the integration of systems like INFORM's GS Realtime for flight schedule data and Fusion6 for fuel administration. Although some systems - like INFORM - are long-time partners of EPG with practiced integration, VPN connections, WebDAV interfaces, and disparate user permissions tested the teams' technical savvy. But with the flexibility of EPG's system, these complexities were tidily fused into the system for a polished result.

Throughout the process, weekly meetings with end-users allowed the team to identify and tackle real-time challenges. Each resolved issue, whether it was user logins or interface functionality, strengthened the platform and brought KLM a step closer to a fully integrated, cloud-hosted GHS system.

THE TANGIBLE BENEFITS OF INTEGRATION

The success of the project is reflected in its impact: KLM now enjoys a unified system that simplifies contract management for refueling and other ground handling activities with the flexibility of cloud computing. Smarter SaaS solutions empower employees to get more done in less time, boosting the productivity and profitability of their organization. The project's successful completion equips KLM with better resources for better daily execution.

"Despite the complexity, the team remained determined and focused on the end goal. Thanks to excellent collaboration and everyone's perseverance, we ultimately achieved a result we can all be proud of"

Viresh Doekhi, Business Product Analyst at KLM.

KLM now manages billing for third-party services more efficiently, ensuring accurate and timely invoicing for diverse airlines every month. The system also enhanced visibility, compliance, and live data metrics, making KLM's logistics operations smoother and cost-effective. KLM's move to EPG's cloud-hosted GHS system marks a milestone in their digital transformation journey, prepping the company for further innovations in the years to come.

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