

ORTEC Passenger Service

Support for efficient passenger assistance at airports

Assisting passengers at airports demands the utmost from your organization. An airport is a hectic environment where changes constantly occur. Furthermore, your employees work out of your sight, spread all over the airport. This type of environment demands an overall view, clear communications, efficiency and unambiguous reporting. ORTEC Passenger Service is a real-time planning and management solution that offers you all of this.

As a result of European legislation, all European airports are now responsible for dealing with Passengers with Reduced Mobility (PRMs). In addition, the demand for professional and specific service (VIPs or minors) is increasing. At busy, hectic and often large airports it is vitally important that Passenger Assistants (PAs) are deployed as efficiently as possible and have the right qualifications. It is also necessary to anticipate the many changes, such as early arrivals, delays and changes in aircraft positions, which occur throughout the day. In addition, ever increasing demands are made on the quality of your service. As service provider, you will have to be prepared for these developments.

To assist you with this, the powerful real-time ORTEC Passenger Service (OPX) solution offers you support in the following areas:

- Simple request for assistance
- Optimal crew dispatching
- Mobile data communications
- Back-office support

Simple request for assistance

Airlines and handling agents can easily enter requests for assistance from every random location via the OPX internet order module. The requests are automatically processed in the system into actions to be performed. This internet module also enables the airlines to monitor the handling of the passengers.

Optimal crew dispatching

OPX provides you with a total overview of all passengers that must be assisted. The screen clearly shows which passengers need assistance, at what time and from where to where. Because OPX uses real-time data from the airport Flight Information System, the latest departure and arrival times and the deployment positions of the aircraft are known at all times. As a result, the system alerts you to important changes and these can be efficiently dealt with in the planning. The screen also shows the PAs on duty, what they are doing at that moment, at which location and which qualifications they have. This provides planners with a clear and total picture of the latest situation, allowing them to determine which qualified PAs must be deployed for the next task, where and when.



Mobile data communications

The PAs are managed and informed by means of mobile data communications. In the same manner, the PA feeds back information to the system about the progress and status of the handling. This method ensures clear communications and removes the risk of losing or misinterpreting messages.

Back-office support

All actions are recorded in the system. This enables you to prepare your own reports with the aid of the dynamic report generator. As a result, you can analyze your operation in terms of both performance and finance and hold yourself accountable to your client. The invoicing module ensures that every handling is correctly charged for.



About ORTEC

ORTEC is one of the largest providers of advanced software solutions and consultancy services for planning and optimization. ORTEC has more than 800 customers worldwide, 600 employees, and various office locations in Europe and North America.

