



## real time management, control and monitoring of airport services

In an airport, a multitude of services are developed (handling, safety, cleaning, PRM assistance, management of baggage carts, connection and disconnection of airbridges, installations control,...). Today, airport managers demand meticulous control and monitoring of the quality of service associated with each of them, so for this reason it is fundamental to be able to assign and monitor the different tasks in real time.

AERIAM has developed a technological platform that allows real time management, control and monitoring of the different airport services.



AERIAM already has this platform in operation in a number of airports in the AENA network; it is currently being used to control the ground handling service, airbridge connection, 400 Hz and air conditioning via the control information recorded on PDA mobile devices.

This solution is called PROMISYS mobile (mPROMISYS), a software platform, with web access, that allows storage in a centralised database of all the monitoring indicators of any service developed in an airport, along with the exchange of messages between a central console and the different service operators, assigning tasks dynamically, and monitoring their evolution. Furthermore the platform collects this information, making it available for anybody that may require it, via the creation of reports and statistics summarising the data. All of these functions can be carried out in REAL TIME.

AERIAM also offers different modules based on this platform, for the control of different airport services. Specifically, the current modules available are for: ground

handling, airbridges, prm, safety, cleaning, baggage cart management and installations control.

Furthermore, the mPROMISYS platform parameters can be adapted easily, quickly and reliably to any other service that may be of interest.

### **promisys**

PROMISYS is a process monitoring system (Processes Monitoring Integrated SYSTEM) designed by AERIAM, and a number of its versions are already in operation in AENA airports such as Barcelona, Palma de Mallorca, Malaga, Tenerife South, Tenerife North and Almeria.

It is a platform specially designed to measure service quality levels in processes with low levels of automation and high or low levels of complexity. It is ideal for the airport sector, and is currently being used to measure service quality levels associated with ground handling operations, both in the terminal and on the apron.



The mobile version, mPROMISYS, allows all types of data to be recorded on a mobile PDA device, tasks can also be assigned and monitored and all the data can be gathered, in real time, and stored in a monitoring database. This allows decisions to be made easily, and subsequent analysis of the data to be carried out via the creation of all types of reports and statistics.

## promisys mobile

The mPROMISYS platform allows all data of interest relating to the different airport services to be recorded, it can then be accessed from any PC connected to the service level monitoring database in order to:

- Record control data of the required service to PDA mobile devices.

- Synchronise all of this information, in real time if necessary, via wifi or GPRS communication. It can also be done in "batch" mode (offline) at the end of each day.
- Exchange messages between a central control console and the different service operators equipped with PDA mobile devices.
- Assign tasks and monitor their evolution in real time from the central control console.
- Generate all types of reports and statistics such as a summary of the assistance offered, filtering the results into any areas of interest.

The mPROMISYS platform has two main objectives:

- To allow objective monitoring of the developed service
- To measure the service quality levels being offered

All of this is carried out via the recording of control indicators and the creation of personalised reports and statistics that show the control panels of the developed service.

The mPROMISYS offers restricted access via the use of usernames and passwords, and offers different options menus in function of the type of profile logged into the system at any given moment.

## Management, control and monitoring in real time

- Recording of data of interest in any part of the airport, and the transferral of this data, even in real time.
- Fully integrated into the airport information system, with constant information updates (e.g. flight schedule updated in real time).
- Management of the different services from a central control console, via the exchanging of messages and visualisation in real time.
- Real time task management via dynamic assignment and monitoring of their evolution (underway; rejected; carried out correctly; carried out with incidents).



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