

Lenok GHS Suite Ground Handling Solutions



Lenok

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Ground Handling

Ground handling operations are becoming more and more competitive now a days with huge challenges of keeping service quality while accuracy and speed are important measures. On the other hand, statistics reveals that Ground Handlers today lose 15 – 20 % of the revenue due to lack of automation in service recording and billing processes. For dealing increasing complexities in ground handling business by the way of service types and pricing mechanisms, an automated and full fledged Ground Handling Management system is essential.

Lenok GH Suite is an automated platform for the comprehensive management of all ground handling activities. It automates all the functions of ground handling like: preparing contracts with customers, airline database and schedules, service capturing, billing, invoicing etc. Reports and analysis providing by Lenok GHS will be intelligent tools for management for both operational and planning purposes.



Lenok Ground Handling Suite - System Overviews

- Lenok GH Contract : Management of Customer Contract - *Negotiation till billing.*
- Lenok GH AODB : Management of flight schedules for pre-operations & operations- *An intelligent repository of complex flight-related information.*
- Lenok GH Service : Capturing of all handling & special services- *Precise recording including extra services*
- Lenok GH Mobility : Turnaround coordination, Service management & recording- *Mobility solutions at Apron*
- Lenok GH Billing : Automated billing & invoicing- *Full visibility from source with precise data on the service levels.*
- Lenok GH Report : Operational & Analytical Reports- *Enhance Business Analysis.*
- Lenok MDMS : Management of Flight Messages and documents- *Interfaces & Information exchange, Messages & Document repository.*
- Lenok GH VBI : Visual Business Intelligence Dashboard- *Visual overviews at the operational, management and financial perspective of the business.*
- Lenok GH Lite : Integrated version of all basic modules- *Suitable for small handling stations.*

Features

Multi-Station Operation: Central monitoring and management with station level operational configurations.

Feature rich Schedule Management: Airline schedule import via SSIM and EXCEL and various features for generating and managing an airport level operational schedule such as Operational viability validation thru Clash Chart, Overlap management UI, Auto Rotation builder, Daily Flight Generator, etc.

Advanced Contract management: Centralised multi station contract with Service Quote, Contract Templates, Expiry alerts, Service bundling, etc. Flexible rule engine for pricing, incentive, discount, surcharge, tax and SLA targets & penalty rules even with complex charging formulas.

Effective Resource Management: Resource allocation, Demand calculation and Resource utilization monitoring.

Efficient Turnaround coordination: Real time monitoring of Chalks on to Chalks off activities . Central monitoring of overall status of turnaround activities on all aircrafts at ground in real time highlighting slippages.

Accurate Service Recording: Service recording at source with mobility solution. Auto mapping of contracted services and rates for operating flight.

Automated Billing: Automated charging for all rendered services along with incentives, discounts, cancellations and taxes. IS-XML compliant with standard ERP interface.

Reliable Flight Message Repository: Auto capture of flight messages and document management

Advanced Reporting: Canned Operational reports, Analytical reports for planning and business improvement.

Visual Business Intelligence: Real time monitoring of operation metrics and KPI analysis with visual feedback.

Quality Features: Easy-to-use and ergonomically designed graphical user interface, Outstanding integration abilities to nearly all possible systems in Ground handling landscape. Easy adaptation to customer specific requirements and Customizations.



Key Benefits :

- **Increases cost saving potential** through automation and accurate billing processes.
- **Improve cash-flow**- Realize revenues earlier and reduce clearing efforts. Accurate pricing reduces rejections thus faster payments.
- **Plug potential revenue leakage**: Billing for scheduled flights including the cancellation & delay charges are automatically applied and reinforced with built-in alerts and notifications. Mobile data capture at source ensures additional service charging.
- **Improve service to invoice cycle time**: Mobile application captures operations data at source with proper online authorization enabling real time billing which improves the service to invoice cycle time.
- **Improves performance** with real time information on turnaround activities and proactive SLA monitoring and management.
- **Reduces turnaround delays** and associated financial penalties whilst enhancing passenger service.
- **Better Reporting & Insights**: Enhances management reporting capabilities with advanced data capture and business intelligence. Various canned reports makes the analysis of revenue and tax for invoices raised. It also provides a platform for forecasting revenue for future flights. Support to make the billing data available for business intelligence and make more insights in business potentials as well as performance improvements.
- **Better KPI monitoring**: Visual Business Intelligence dashboard comes with Lenok GHS, makes the KPI monitoring, a real time powerful visual experience and stands as a single value of truth across organisation.
- **Reduce manpower costs**: Saves administration overhead by streamlining various process from scheduling and contracting until invoicing. Automation in getting airline schedules and data capture of delivered services reduces the manpower cost.
- **Better Customer management**: Advanced contract management module makes to offer varying pricing options to customer including volume discount and bundle pricing. Electronic invoicing and IS-XML-compliant billing make sure that customers are served at best.

