

OZION

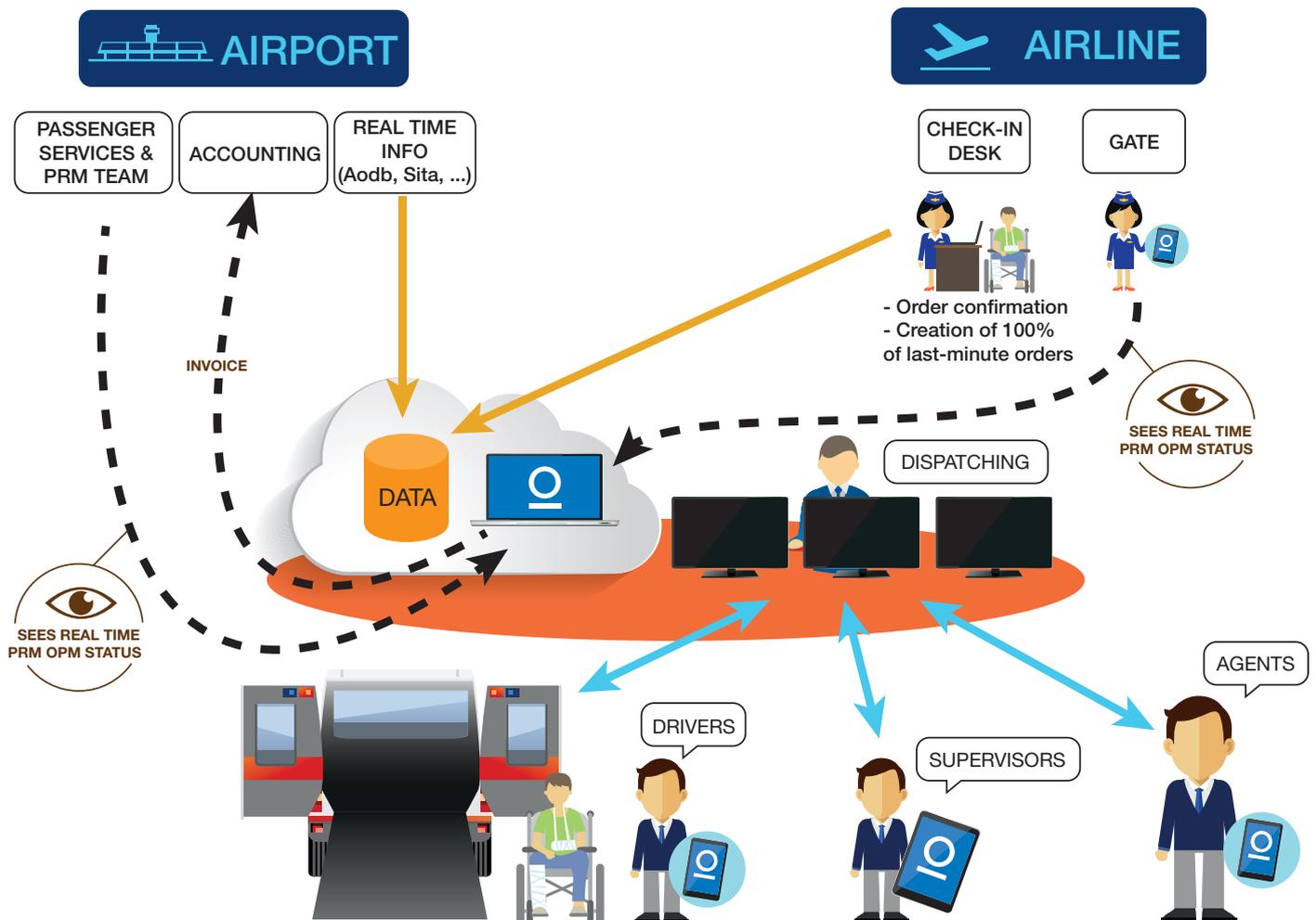
Software built the ground up for PRM

**Now you can deliver on your PRM service-level
& productivity improvement goals.**



Ozion PRM Manager is the only leading application that was developed specifically to manage airport PRM services reliably and profitably in an environment that is as demanding as it is unpredictable.

How it works



Benefits

Web based: ready to use < 3 months, always available, very fast, scalable and sharable.

Precision Tracking & Dispatching: every task and milestone is tracked so you know everything in detail at all times.

Evidence-based job quality details you can email to airport quality departments to justify your work and avoid fines.

Local dispatching delegation to supervisors during peak hours to anticipate/absorb traffic peaks.

100 % electronic job order entry: 50 % last-minute jobs airline check-in staff can now enter into the Ozion «app» via a browser.

Big productivity boost so you can keep up with + 15 % PRM Pax growth at near constant staff numbers.

Mission-critical.

PRM assistance is a mission-critical airport activity. First, it can easily hold back aircraft turnarounds. A plane can't be serviced until PRM passengers have disembarked and can't easily depart knowing it is leaving a PRM passenger stranded behind. Second, the PRM experience is a key component of airport passenger satisfaction : it is a highly visible, sensitive, issue that can hurt if it hits the news.

Activity full of surprises.

A PRM application's forward-planning capability is only the start. Many unexpected events upset the carefully prepared plan on the actual day, causing many jobs to be rescheduled. Such events include late arrivals, gate and parking changes, changes in weather, terminals under repair... Much can – and does – go wrong all the time.

Adapting to change

Add the fact that up to 50 % of jobs are created on the actual day, and it becomes obvious that even the best planning capability is only part of the answer: an optimal re-scheduling and ad-hoc dispatching capability is just as crucial - but much more difficult to deliver. PRM is a recurring top reason for planes being late – and at euros 6000 per minute at large airports, late departures are investigated by airports to know who is to bear the blame – and pay a fine.

Growing market.

PRM assistance at airports is growing 15 % a year worldwide fueled by increasingly stringent regulatory obligations, demographics (growing number of elderly passengers) and health trends (rising proportion of the population that is overweight).

Complex.

Counter-intuitively, PRM assistance is actually a highly complex activity to manage. It can take up to 8 agents to take a PRM passenger to, or from, their plane with as many transloadings across several terminals to/from the tarmac, transfers contributing to added job complexity.

Effective re-scheduling.

is especially difficult for traditional PRM management applications based on a business-rules approach. Their job scenarios carefully prepared ahead of time struggle to adapt to the many changes that impact the original game plan on the actual day.

PRM applications are largely « blind ».

All they can usually tell is whether each leg of the originally planned itinerary was or wasn't completed. Dispatchers don't know why a leg wasn't completed and what could make the new itinerary fail too, making fixing errors problematic.

This is compounded by the fact that, at large airports, PRM dispatchers can't see what is going on most of the time, as agents operate out of sight in hidden or far-away sections of the airport.

**How does Ozion
PRM Manager help
you overcome these
challenges?**



The PRM « app » you have been waiting for

Ozion PRM Manager is the fast-growing modern PRM « app » that does the 3 things you always wanted: make big savings, make your PRM operations comply with service-level agreements - at a time when PRM services are growing 15 % / year - and make your PRM workforce as happy as your passenger and airport « clients » .

Want to Tick all the right boxes in practice?

Traceability.

True pervasive real-time traceability. EVERYTHING is traced and updated at all times: when the order arrived, the passenger was picked up, checkpoint was passed, the gate reached and the passenger handed over to the airline ... Supports all devices : RFID, barcode and iBeacon. The PRM agent's PDA reports back time and location information on every step of the PRM journey.

Dispatchers

see everything that is going on through Ozion PRM Manager even if they are in a closed control room ! If a job is interrupted, they know where, when, why - and can reschedule a new route that avoids the problem that compromised the original one. Dispatchers can easily delegate local area dispatching to local coordinators at times of peak traffic along geographical lines to regain bandwidth at crucial moments through smart collaboration and agile team coordination.

Scalable

Ozion's 100 % web-based application scales beautifully from medium sized to the world's largest airports. Just 2 servers are enough to ensure reliable wizz-speed performance at all times at airports handling 300 000 jobs a year. PRM operators can easily share all their information with station agents and the airport.

Profit-friendly

Rapid implementation and training plus an installation-free web « app » means you are up and running 3 times as fast. State-of-the art traceability and powerful dispatching improve productivity demonstrably. Reliable PRM operations with most surprises avoided or under control means you need fewer staff as a safety-bumper against emergencies.

Hardwired best practices ensure 100 % of jobs are preceded by an order (unheard of outside Ozion) and invoiced. Full traceability and application ease-of-use mean you can justify anything that the airport asks you to account for easily, quickly and convincingly, sparing yourself painstaking work and big fines.

Collaboration with airlines & the airport

Ozion allows PRM providers to easily share all the information available inside their Ozion PRM Manager « app » with the airport and airlines. The service improves when all parties work together to reach pre-set performance levels that are in the in the interest of all. For example, airline check-in staff can now enter the orders of unannounced PRM Passengers who turn up on the actual day of their flight, ensuring that 100 % of orders are entered – and therefore tracked – electronically. Another example is now letting the airport see in real time how PRM operations are doing in order to understand the situation, anticipate and generally help the PRM Team. This fosters trust and respect for the PRM operator's work and, we believe from experience, often increases the odds of contract renewal.

Empowered workforce

Your PRM workforce is fully empowered, making staff justifiably proud of their work and passengers happy with their professionalism. We make amazing software that uses insanely powerful maths and algorithms to make a complex process simple and manageable. Why ? Because we believe that technology exists to make users' life better here and now. Now PRM staff can work their magic by leveraging their judgment, sense of initiative and customer care. Ozion is leading the movement in favour of unified PRM processes with activity best-practices embedded in the application covering each main step of the PRM process from passenger pick-up to drop-off through checkpoints, customs, terminals, gates and tarmac.

Want to know more?



Try it free today!
Ask for your access to Ozion PRM
Manager at
tryit@ozion-airport.com

OZION

Ozion Airport Software
Paris Worldwide Headquarters
2 Passage de la Gare
92420 Vaucresson
France
Phone : +33 (0)1 47 01 32 75
contact@ozion-airport.com
www.ozion-airport.com