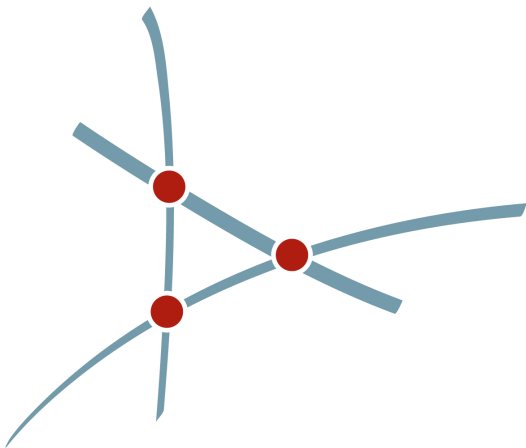


High quality services

Enhanced customer satisfaction

Improved airport operations

Mobile communication



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## **tiggs-Task Tracking System (TTS)**

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tiggs-TTS supports airports in providing services to passengers needing assistance (such as Persons with Reduced Mobility – PRM), in counter and gate handling and in other operational processes.

### **Service Support for PRM:**

Providing well-organized and structured services for passengers needing special assistance, is crucial for smooth airport operations and increased customer satisfaction.

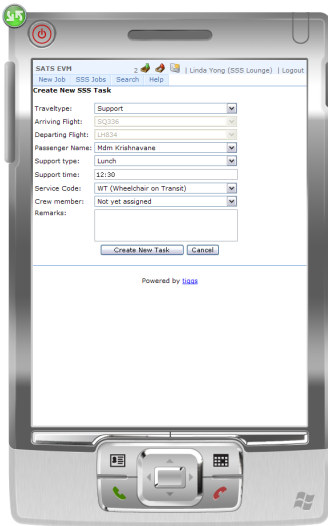
tiggs-TTS establishes processes which ensure that these services are provided correctly and efficiently. Based on passenger requests and requirements, tiggs-TTS enables high quality service support during departure, arrival or transit of each passenger.

### **Benefits of tiggs-TTS:**

- Centralized & controlled sequencing of activities that result in best quality services
- Timely & secure completion of tasks and activities including all aspects of departures, arrivals, special services and alerts
- Pro-active handling of flight changes or delays & automatic updating of the scheduled tasks
- Significant reduction of process execution time due to automated integration of mobile devices
- Enhanced communication between employees resulting in improved productivity

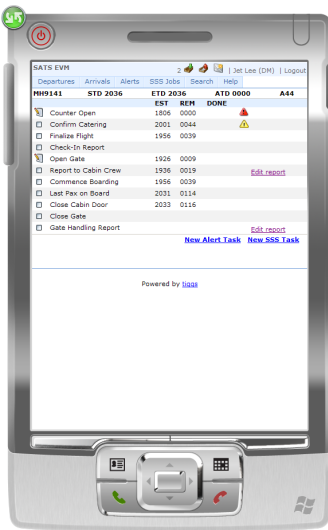


## tiggs-TTS key features



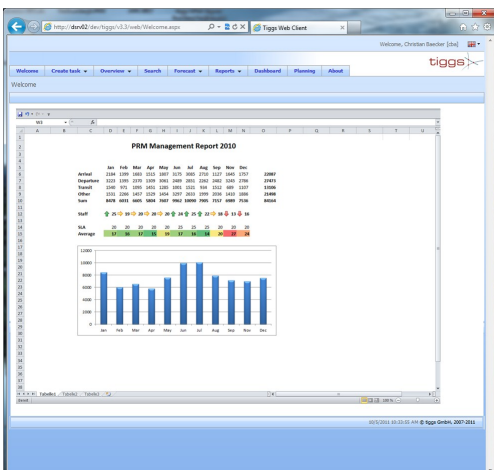
### Service Planning

- Automatic task import from the Flight Information System
- Assignment of roles and resources based on qualifications and availability
- Dispatching & management of tasks
- Scheduling of specialized equipment (e.g. wheelchairs & trollies)



### Service Tracking

- Personal task list
- Detailed task descriptions
- Automatic alert mechanism
- Immediate execution of ad-hoc service requests
- Unified communication through mobile devices
- User-friendly design



### Operational Reporting

- Real-time service status reporting
- Overview of all running processes
- Individual reporting
- Definition & monitoring of KPI's & SLA's
- Forecasting of operations and resources