

GoDirect™ Ground Handling



Faster Turnaround Times Equal Better On-Time Performance

Flight departure delays are a fact of life these days. Frequent fliers hate it. So do the airlines, airports and ground handling service providers that are under enormous pressure to reduce turnaround times and keep the whole system running like clockwork. That challenge just got a whole lot easier.

Honeywell's GoDirect Ground Handling service shaves precious time off the aircraft turnaround process and helps more aircraft take off on time. The service gives ground handlers a powerful mobile application to manage every aspect of the turnaround process. It also includes a web-based component that provides airline and airport operations teams with the status of each aircraft and its likelihood of pushing back on time.

The result is an unprecedented view of the turnaround process and a wealth of data for improving on-time performance, resource planning and utilization, and invoicing accuracy. Fast, efficient turnarounds are the lifeblood of air transportation and a critical key to better operational and financial performance.

The benefits of GoDirect Ground Handling have been proven where it counts – at the gate. For example, a European airline experienced a 30 percent improvement in on-time performance, 22 percent fewer delayed flights and reduced disruption costs by millions of dollars after rolling out the system. Another prominent airline went from worst to first in on-time departures at one airport with GoDirect Ground Handling.



Chalking Up the Benefits of GoDirect Ground Handling

For Airlines



- Save millions in delay costs per airport
- Better on-time performance and a better passenger experience
- Reduce turnaround time, better asset utilization and more legs per day

For Airports



- Increase revenue by reducing aircraft ground time up to 11%
- Improve gate and ground-traffic planning, with fewer gate changes
- More flights, more passengers and higher terminal revenue

For Ground Handlers



- Up to 5% incremental revenue with better service tracking
- Better control and coordination of independent turnaround activities
- Accurate service-level information and comparisons for invoicing

Putting Essential Data at Handlers' Fingertips

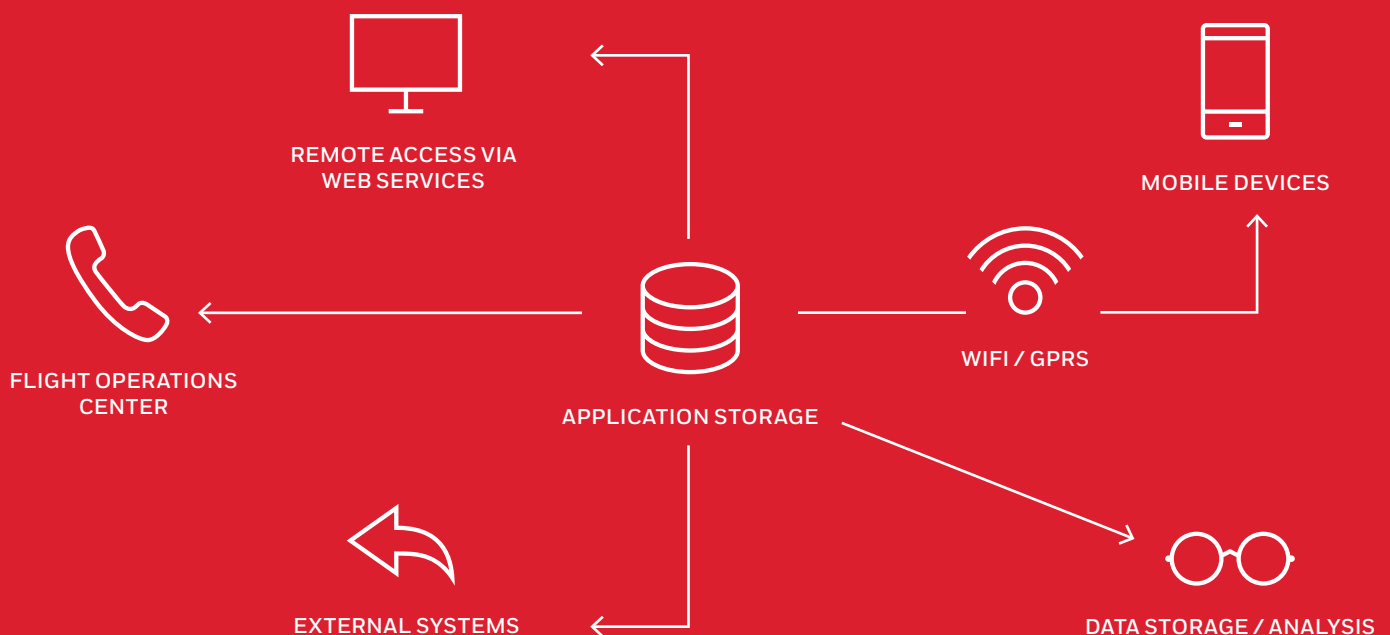
GoDirect Ground Handling gives turnaround team members the information they need to manage all the moving parts that comprise the turnaround process, making the complex simple and intuitive.

The service is delivered to the turnaround coordinator as a mobile application on a handheld device. The app was designed with a full understanding of the challenges that ground handlers face. It's easy to learn, easy to use and requires minimal training and support. App screens are simple and intuitive, with clear graphical cues, a color-coded alert system and prompts that help handlers proactively manage operations at the gate and address any problems or bottlenecks.

With GoDirect Ground Handling, the turnaround team has a clear view of all turnaround elements from pushback and towing to fueling, baggage, cleaning and catering. The app includes timestamps for all turnaround services, giving handlers the real-time data they need to keep the process moving efficiently.

As part of a total solution, Honeywell can provide ruggedized handheld devices to complement the capabilities of GoDirect Ground Handling and provide a turnkey solution.

GoDirect Ground Handling Service Design



Giving Airlines and Airports the Total Picture

Data captured at the gate is shared wirelessly and in real time with airline and airport operations center decision-makers, who can view the information on their computers or mobile devices. They can use the data to monitor turnaround activities and take required actions to improve efficiency and on-time performance.

The intuitive GoDirect Ground Handling web portal enables management by exception across the entire fleet at all gates. It makes clear the status of any tail number at any time and helps operations personnel find the root cause of any alerts. Individual flight profiles are available by flight number, aircraft type, carrier or other characteristics.

This information is stored in a database to enable offline analysis, improving planning and adherence to service-level agreements and key performance indicators. The data can be shared with other systems such as the Airport Collaborative Decision Making platform.

Making a Turn for Better On-Time Performance

There are lots of reasons that flights run late but only a few ways to make up for lost time. One of the best ways is to improve the speed and efficiency of ground handling. Too often inefficiencies creep in and ground handling actually adds time and has a negative impact on on-time performance. The problem will get even more challenging as the number of flights and passengers continues to grow worldwide.

Honeywell has the right answer at the right time, with GoDirect Ground Handling. The GoDirect Ground Handling service delivers enormous benefits for everyone in the ground handling equation – air carriers, airports and ground handling operators. Faster turnarounds. Better asset utilization. Improved efficiency and cost savings. Data-driven decision making. Happier passengers.

All this and more with GoDirect Ground Handling from Honeywell, the leader in Connected Aircraft products, services and software solutions.

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