

Reduce wait times for Passengers with Reduced Mobility (PRM) and other Passengers with Special Service Requests (SSR).

Allow for more flexibility to fulfil ad-hoc PRM requests.

Collect, store and analyze all relevant time-stamps.

Dispatch passenger assistants and transport equipment efficiently.

Increase staff productivity by up to 35 %.

Reduce voice communication by up to 50 %.

Manage PRM/SSR services such as WCHC, UM, BLND and many more.

Improve compliance to Service Level Agreements (SLAs).

Adapt quickly to changing operational requirements on the day of operations.

Increase transparency by integrating existing airport and airline systems.

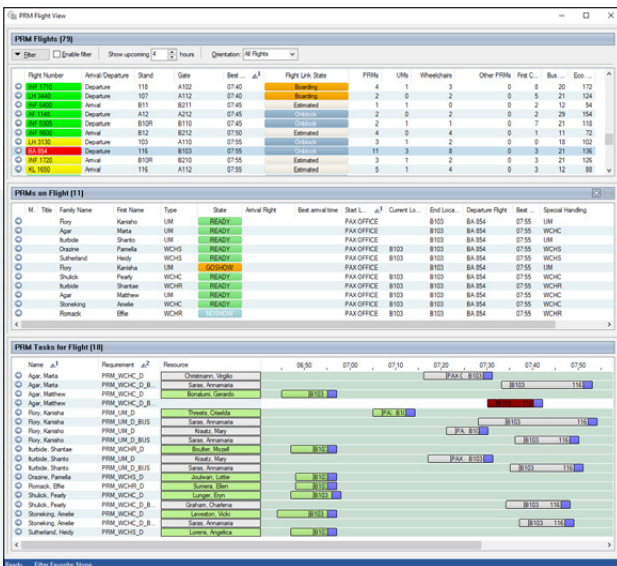
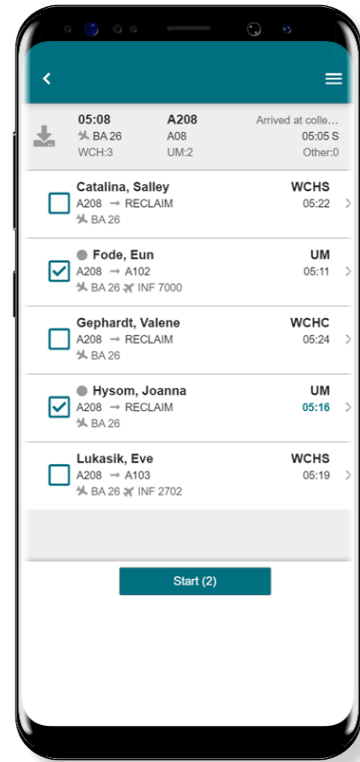
Plan long-term and medium-term equipment and staff requirements.

PRM SOFTWARE SOLUTION



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INFORM's PRM solution is an industry-proven software suite specifically designed for the needs of PRM service providers worldwide. The solution's unique tools increase the productivity of existing service staff and reduce costly transport equipment such as Ambulifts. Its powerful optimizers help to resolve all kinds of critical operational situations and enable dispatchers to focus on essential tasks during times where it is most important. State-of-the-art mobile functionalities provide task updates in real-time to and from staff in the field with a heavily reduced need for voice communications.



INFORM's PRM solution covers all aspects of the complex PRM/SSR handling process, ranging from on-time dispatching of qualified staff and equipment to splitting tasks in case not all passengers can be accommodated all the way to facilitating complaint handling and KPI analysis. The solution can use tracking technologies such as beacons. This enables setting time-stamps without any staff interaction and to locating equipment closest to the next task. Even before the day of operations, the solution allows for optimized long-term and tactical resource planning based on key planning parameters.

Contact data

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