

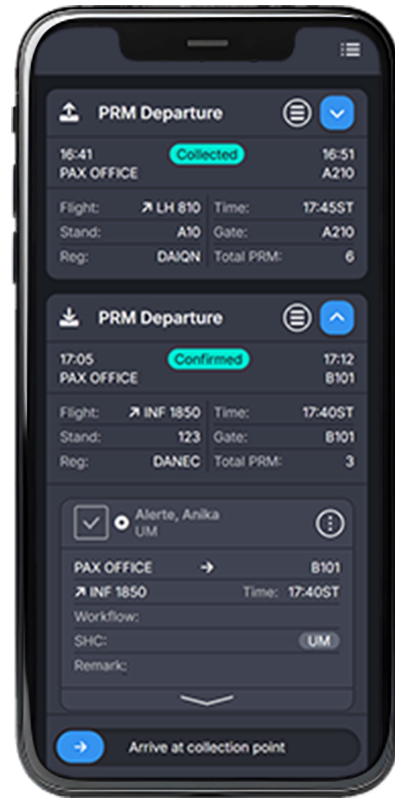
- More efficient Resource Allocation and Scheduling.
- Optimized use of wheelchairs and ambulifts as well as autonomous equipment.
- Automated communication between allocator and agent.
- Tracking of PRM passengers throughout the airport journey.
- Regulatory SLA compliance and reporting.
- Enhanced customer experience with on-time connections and less waiting times.
- Allow for more flexibility to fulfill ad-hoc PRM requests.
- Increase staff productivity by up to 35 %.
- Increase transparency by integrating existing airport and airline systems.
- Plan long-term and medium-term equipment and staff requirements.

PRM SOFTWARE SOLUTION



/ PRM SOFTWARE SOLUTION

INFORM's PRM solution is an industry-proven software 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. It provides a real-time scheduling engine that accounts for every detail—staff qualifications, task duration, special equipment like caddies or high-loaders, flight disruptions, and even transit distances within the terminal.



Flight Number	Arrival/Departure	Gate	Stand	Flight Link	State	PRMs	Best Time	UMs	Wheelchairs	Other PRMs	Gate	MCT
AF 7729	Departure	A101	120	Airborne	4	14:25 BT	2	2	0	0	A101	1:19
LH 3341	Arrival	A101	114	Scheduled	5	15:55 ST	1	4	0	0	A101	0:55
LH 4521	Departure	A101	119	Scheduled	2	16:40 ST	1	1	0	0	A101	
INF 9841	Departure	A101	115	Cancelled	2	17:05 ST	1	1	0	0	A101	
BA 1300	Departure	A101	117	Scheduled	1	19:20 ST	0	1	0	0	A101	
AF 7711	Arrival	A101	A01	Scheduled	3	19:50 ST	0	3	0	0	A101	0:50
OS 970	Departure	A101	108	Scheduled	2	21:20 ST	1	1	0	0	A101	
BA 1401	Arrival	A102	114	Boarding/Complete	2	14:15 ST	1	1	0	0	A102	
BA 1300	Departure	A102	115	Airborne	1	14:12 BT	0	1	0	0	A102	
BA 1401	Departure	A102	122	Boarding/Complete	1	15:35 ST	0	1	0	0	A102	
BA 1408	Departure	A102	A02	Scheduled	2	16:25 ST	0	2	0	0	A102	
BA 1418	Arrival	A102	A02	Boarding/Complete	2	15:03 BT	1	1	0	0	A102	
SK 675	Departure	A102	110	Scheduled	3	17:40 ST	0	3	0	0	A102	
INF 7940	Departure	A102	101	Scheduled	3	18:50 ST	0	3	0	0	A102	
OS 970	Departure	A102	111	Scheduled	5	19:50 ST	1	4	0	0	A102	
AF 5577	Arrival	A102	116	Scheduled	2	20:05 ST	0	2	0	0	A102	

ID	Title	Family No.	Frist No.	Type	State	Best	Start Location	End Location	Arrival Flight	Departure Flight	Manual (floor)	Best departure time	Remark
Knudston, J.	Knudston	Jolene	WCHR	PRM_READY	15:55	A101	RECLAIM	LH 3341				16:50 ST	
Trane, V.	Trane	Vince	WCHS	PRM_READY	15:55	A101	A106	LH 3341	IB 3746			16:50 ST	
Hutchon, E.	Hutchon	Esse	UM	GHUFT_COLL	15:55	A101	A202	LH 3341	LH 3974			17:20 ST	
Fredman, C.	Fredman	Cyndy	WCHS	PRM_READY	15:55	A101	RECLAIM	LH 3341					
Veeven, L.	Veeven	Lynell	WCHR	URGENTE_B	15:55	A101	RECLAIM	LH 3341					

Name	S.	u.A.	Requirement	Resource	15:10	15:20	15:30	15:40	15:50	16:00	16:10	16:20	16:30	Code	Combi.	PRM An
Veeven, Lynell	FREE	PRM_WCHR												WCHR	16741	LH 3341
Veeven, Lynell	PLANNED	PRM_WCHR_A		Celine, Anja										WCHR	16739	LH 3341
Hutchon, Esse	PLANNED	PRM_UM_A		Debono, Zena										UM	16735	LH 3341
Fredman, Cyndy	ASSIGNED	PRM_WCHS_A		Rohaly, Sams										WCHS	16733	LH 3341
Trane, Vince	ASSIGNED	PRM_WCHS_A		Koch, Joern										WCHS	16729	LH 3341
Knudston, Jolene	ASSIGNED	PRM_WCHR_A		Lindbo, Johna										WCHR	16731	LH 3341
Hutchon, Esse	ASSIGNED	PRM_UM_A		Carson, Peter										UM	16737	LH 3341

The PRM solution covers all aspects of the complex PRM/SSR handling process. It ranges from on-time dispatching of qualified staff and (autonomous) equipment to splitting tasks in case not all passengers can be accommodated all the way to facilitating complaint handling and KPI analysis. The software can use tracking technologies such as beacons. This enables setting time-stamps without any staff interaction and 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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