

# INSTANT INFORMATION

MANY AIRPORTS ARE TURNING TO REAL-TIME DATA MANAGEMENT TO MAXIMIZE SECURITY AND SAFETY IN THE PASSENGER TERMINAL

Realtimeknowledge.com's aim is to provide data on events as they happen. That way, all managers and directors involved have immediate access to up-to-date information concerning an operation's performance and activity.

The platform could be a welcome addition to the airport environment, which is filled with people, equipment and facilities, all needing regular inspection to ensure they are compliant, safe and secure. Currently, a lot of airports still report on events using Word or Excel – in fact, handwritten paper forms are still in use, even in the 21<sup>st</sup> century.

The information in those paper documents is not always readily available to the whole organization, often because it's not typed up, but filed away in a room somewhere inaccessible. This is not much use when the operations director needs information urgently from across the other side of the airfield.

The importance of these reports should not be underestimated. The information that comes from airfield operations, health and safety, and security areas, to name a few, makes up vital data. Trends illustrated in this data matter, as does instant access to it.

## Grass-roots data

At all levels, managers create departmental reports that aggregate results. During this

process, information is often crafted to suit their needs. The negative impact of this is that senior managers don't have a live unabridged view of what is happening on the floor in their business. Current reporting practices don't provide real-time information that is made available to the whole organization.

Paper forms and inspections are limited, as they only collect one-dimensional data. Fragmented, incomplete, illegible and delayed reports are fairly normal, so how can we address these issues? Real efficiencies can be gained by using intelligent logic to structure questions, so that users provide really detailed problem descriptions. With this diagnostic approach, we can take a big step toward fixing a problem the first time.

With photographs, scan identification, duration and geo-location reports, we become information rich. This helps make priority decisions easier, and the management of time and resources more effective. With the ability to auto-escalate a failed inspection, problems can be solved as they happen.

## Real-time results

For the past two years, teams from Realtimeknowledge.com and Birmingham Airport in the UK have been working together to solve these challenges using the Share platform. This successful collaboration has resulted in an

innovative set of reporting processes being used by the airport to capture real-time results.

Together, airport experts and workflow consultants from Realtimeknowledge.com have been able to use Share's workflow management tools to create reporting processes for teams across the airport. Share is an innovative workflow and task management ecosystem of desktop and mobile tools that has enabled Birmingham Airport to create a connected reporting environment. Both organizations share a vision of a completely connected airport with thousands of contributing users.

David Winstanley, chief operating officer of Birmingham Airport, comments, "Safety and security depend on getting the right data at the right time in the right place. We have to maximize our capacity and be 100% efficient, and you have to create one version of the truth; our partnership with Realtimeknowledge.com is ensuring we do just that."

Share has brought the real-time visibility of results to a wide range of terminal and airfield operations teams. For the first time, airport staff have a live view of reporting activity from the farthest corner of the aerodrome or terminal.

Having this access to quality data means that managers can measure the effectiveness of their teams and individuals accurately. With third-

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party service providers, this can be an important way to assess service delivery. It can also help suppliers demonstrate the value they bring.

## Data is power

A powerful part of the Realtimeknowledge.com ecosystem is the hundreds of scan points around the airport. Reports use these to show the pulse of safety and compliance activity throughout the facility, revealing who has visited an asset and when it was last checked. It's easy to track what hasn't been looked at, so that steps can be taken to ensure coverage. With geo-location, customers can identify who has done what, when and where.

Through working together, Birmingham Airport and Realtimeknowledge.com have created a powerful set of tools that enable its many staff to report effectively. Through this there is real transparency, control and accountability.

Paperless reporting increases efficiency too. E-form apps provide a good first step on the way to going paperless, but lack the workflow capabilities. Based on the information received, a user can organize, communicate and react. Share's Workflow Designer allows customers to replicate existing team processes to create

reliable, repeatable tasks that capture rich real-time data.

Tasks built using the Workflow Designer's drag-and-drop tools allow individuals and teams to interact, escalate, approve and collaborate – creating processes that go far beyond an e-form. These are easy to publish and distribute, making new tasks available to your mobile workforce, on-site or worldwide, with just one click.

## Tailor-made solution

User-centric design is at the heart of the Realtimeknowledge.com development process. One of the product team's main aims is to create innovative, rich and flexible reporting tools that are easy to use and provide real value to teams and management alike. "One of the stand-out features of Share is the simplicity and flexibility of the product," says Chris Wilson, head of terminals, Birmingham Airport.

Another core aim of Realtimeknowledge.com is to capture rich information, then get it quickly and easily to the people who matter. All of this is possible with a little training and without the need for developers, putting the client in complete control.

Share liberates customers, enabling them to capture the information they want, when they want it. Teams are empowered to bring their skills and experience to the creation of reporting suites that then serve real-time information across their businesses. ■