

ResourcePlan

Implementation across all 6 BAA Airports



Overview

BAA is the largest airport operator in the world, employing several thousand staff across 6 airports in the UK. The majority of staff are customer facing, providing ground operations and passenger handling airport related services, including security, customer information and trolley management.

Challenge

The employees are rostered subject to various rules including trade union agreements, working time directives, local working practices and security regulations. BAA used a rostering solution which was limited in flexibility and required to be phased out.

The new solution needed to provide more flexible rostering based on accurate passenger demand forecasts throughout the day. The solution was also required to interface seamlessly with existing systems such as payroll. The solution would need to ensure that BAA could meet its service levels and improve customer satisfaction, achieving a balance between costs and customer service. The solution needed to allow for changing rules and regulations, without requiring changes to the code.

Solution

BAA chose Amor Group's resource management solution ResourcePlan+. Amor Group adopted a collaborative approach to requirements gathering which helped support the internal change management programme, as system users and stakeholders were consulted on their business needs.

The solution uses future-proofed technology which is fully integrated with BAA's IT policy and architecture. This means that delivery costs were minimised by using existing infrastructure and ongoing training and support costs would be reduced.

Results

The accuracy of passenger forecasts that ResourcePlan+ delivers enables BAA to plan and schedule staff and resources to meet both immediate and future business and security needs.

BAA could therefore reduce the cost of their operation, including overtime costs, by determining the best balance of staff and resources. It allowed them to meet demand, by providing effective, flexible, staff-friendly rosters. This also resulted in increased customer satisfaction. BAA reduced congestion, increased capacity and improved passenger flow through the airport, by reacting to changes on the day, helping them get passengers where they wanted them to be. This could improve revenue through retail and restaurants, as well as ensuring boarding was punctual.

“ Amor Group staff worked with us to introduce the new systems to extremely tight timescales and showed exceptional commitment and flexibility to ensure our target dates were met. ”

Jon Long, Director of Financial Processes, BAA

Benefits

- Reduce operational costs through more efficient resourcing
- Reduced congestion and improved passenger flow
- Increased customer satisfaction
- Empowered employees

Solution Highlights

- ResourcePlan+ resource management solution
- Bases staff rostering on accurate passenger forecasts
- Used for 15,000 employees
- Interfaces with existing systems
- Updates and changes can be made with ease



 amor group

tel: +44 (0)141 814 3700

fax: +44 (0)141 814 3701

email: info@amorgroup.com

web: www.amorgroup.com