



User Report of the
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Success Story

«The Time & Attendance solution offers all possibilities of planning, controlling and disposition. The integration and flexible use convinced us.»

«We decided in favor of the Kaba Benzing terminals because of their superior quality and the possibility to display employee information.»

Wolfgang Kaspar
Manager Zentrale Betriebskoordination
and quality management

www.globeground-berlin.de

www.astrum.de

www.inform-ac.com



GlobeGround, Berlin

Flexible and always in the right place

Air traffic to and from Berlin is growing: more takeoffs and landings, and greater passenger volume. For the airport services this means work day and night and as flexible as possible. In order to have the right staff at the right place at all times, a Personnel Resource Planning system coupled with a Time & Attendance system is an important tool. The service provider GlobeGround Berlin has made positive experiences with this system.

As the main supplier of services at the three Berlin airports, GlobeGround offers highly proficient and expert service in the areas of pre- and post-flight airport support activities, passenger travel, and freight. GlobeGround Berlin supports each airline and passenger individually, flexibly, and reliably. A joint subsidiary of Berliner Flughafengesellschaft mbH (51%) and GlobeGround GmbH (49%), GlobeGround Berlin has now 1,500 qualified employees serving the needs of more than 100 airlines. GlobeGround is the main and most experienced full service provider in Berlin, covering the whole range of ground handling services. In 2002, GlobeGround Berlin handled nearly 6.4 million passengers and 134,000 flights.

The company started out small: On November 7, 1988, GlobeGround inaugurated operations, starting with only 17 employees. Their first client was EuroBerlin, a Lufthansa and Air France joint venture. After the German unification, GlobeGround Berlin grew rapidly and soon integrated the ground

handling departments of PanAm at Tegel Airport and of Interflug at Schönefeld Airport. On November 1, 1999 GlobeGround has been renamed into GlobeGround Berlin to be an active part of a world-wide network. The 63 GlobeGround companies and their 19,800 employees offer a competent and comprehensive service to more than 600 airlines at 200 airports in 40 countries.

GlobeGround Berlin is the largest and most experienced service provider operating at Berlin's three airports. Thanks to their affiliation with the GlobeGround network they are able to offer ground handling solutions and with the cooperation partner Inform process know-how, ASP solutions and software systems for aircraft and passenger clearance, that go far beyond the boundaries of Berlin. This helps airline clients reduce transaction and coordination costs. Passenger services include manual and electronic check-in. For electronic check-in, the SDCS system and the Lufthansa, Iberia, Swissair, KLM and Turkish Airlines systems are equally available. Special attention is given to unaccompanied minors and to handicapped passengers. The Lost & Found Department, acting on behalf of most of the airlines that fly to Berlin, traces mishandled luggage quickly and professionally through the World Tracer System.

Flight Operations cover weight and balance calculation, crew briefing, and provisions for weather briefing. The

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electronic load-sheet center serves clients in and outside Berlin. The Ramp Agent is the crews' local interlocutor. He or she is responsible for the coordination of all ground handling operations. Ramp Services rely on a constantly modernized fleet of more than 1,000 special vehicles and equipments. Thus, highloaders, de-icers, and towbarless pushback-vehicles are always in keeping with the latest technological developments. The in-house Maintenance Department not only looks after the company's own vehicles and equipment but also offers its services to third parties. Ramp Services also cover exclusive ground handling of government aircraft bringing state visitors to the German capital.

Time & Attendance with integrated Personnel Resource Planning is a must

On the airports Tegel and Schönefeld the staff works around the clock. A small part of the GlobeGround staff works in the administrative sector during the day, but the majority works in 3 shifts. There are many flexible time model besides the fix early, late and night shifts. «To meet the employees' individual demands we have many different time models. If a shift lasts only 6 hours on one day, it can be an 8 hour shift the following day», says Wolfgang Kaspar, Manager Zentrale Betriebskoordination and Quality Management. The ideal deployment of approximately 1,300 employees is unimaginable without a time recording system combined with a personnel resource planning system.

Here and in all other areas, technology must always be up-to-date. Therefore GlobeGround Berlin decided to replace an antiquated and old-fashioned system. «We wanted a combined system that would fully integrate all needed modules.» The master record for example should be made available to all modules and recorded and maintained only once. After GlobeGround has done extensive market research, they decided in favor of the PRP software with integrated Time & Attendance module by the solution provider Astrum, in combination with the special airport software for manpower planning by INFORM and the Kaba Benzing Time & Attendance terminals. Starting with the current flight schedule, over the resource planning, up to the resource control and accounting, a homogeneous process was created. «The Time & Attendance solution offers all possibilities of planning, control, disposition and controlling», explains Wolfgang Kaspar. «The integration and flexible use convinced us. We decided in favor of the Kaba Benzing terminals because of their superior quality and the possibility to display employee information.» The installation of the Bedanet 93 40 terminals started in April 2003. By the end of September all 12 terminals will be in use. Employees record their working times with a contact-free LEGIC badge - conveniently and quick. They can easily take a look at their working time account on the display. Time recording is the basis for personnel allocation.

If an employee is logged in, the scheduler receives a message in his or her disposition tool that the concerning employee is now present and can be scheduled. The employee is then scheduled for a certain area and receives the tasks by radio. At the same time the recorded time data is passed on to the duty roster software. There the time data is analyzed. Working hours, overtime, leave, overtime compensation through time off, times subject to extra pay are evaluated in work accounts and transmitted to the SAP HR wage accounting system. GlobeGround is very satisfied with the system. «We have an exact overview of the present employees and are able to plan more timely than in the past. All attendance and absence times are precisely registered and flow directly into the SAP payroll accounting system», explains Wolfgang Kaspar.