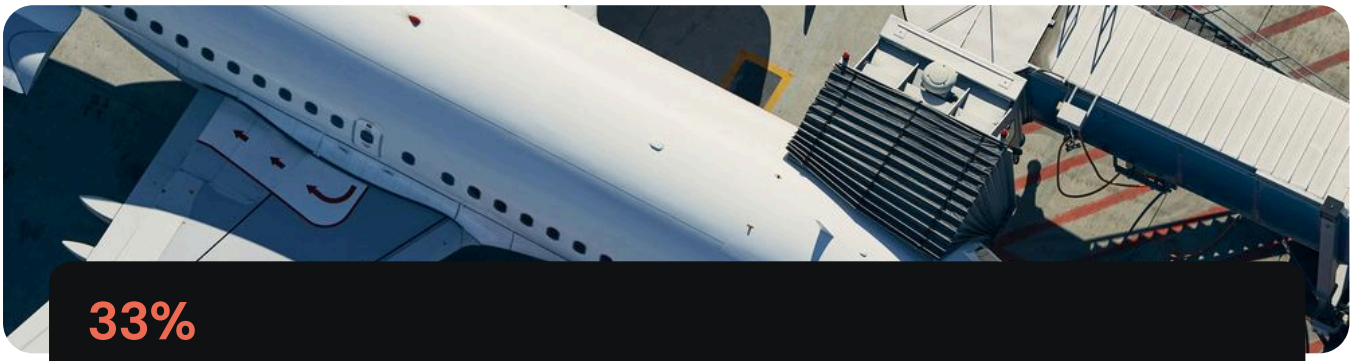
Aviation · Germany

An aviation group raised ground support equipment utilization by 33% across its hubs

A German aviation group put its tugs, belt loaders and ground power units on one usage record, found which units sat idle, and moved them to the stands that needed them.



33%
improvement in asset utilization

AT A GLANCE

INDUSTRY
Aviation · ground operations

REGION
Germany, with international hubs

FLEET
Tugs, belt loaders, ground power units

PREVIOUSLY
Separate usage logs at each hub

FEATURES USED
Assets · Energy · Insight

01 The client

The client is a large aviation group headquartered in Germany, with ground operations at several international hubs.

Each hub runs a fleet of ground support equipment: aircraft tugs, baggage tractors, belt loaders and ground power units. The fleet is costly to buy and to fuel, and every turnaround depends on the right unit being free at the right stand.

02 The challenge

Usage was logged differently at each hub, and fuel and engine hours were not recorded against the unit. Some equipment worked every turnaround while identical units stood parked, and nobody could prove which.

- Each hub kept its own usage log, in its own format.
- Engine hours and fuel drawn were not tied to individual units.
- Idle units went unnoticed while busy stands waited for equipment.
- Fleet planning for the next season relied on guesswork.
- Supervisors spent hours collecting usage figures by hand.

03 What they set up in Asset Infinity

The group registered every ground support unit in Asset Infinity and recorded its engine hours, fuel and shift use against it, with figures from its ground operations systems arriving through the API.

Assets

A register of the ground fleet

Every tug, tractor, belt loader and ground power unit has a record with its hub, equipment type, label and history, so usage always lands on the right unit.

Assets

Check-out at shift start

Ramp crews check a unit out by scanning its QR label and return it at shift end, so the record shows which crew used which unit, and when.

Energy

Engine hours and fuel by unit

Engine hour readings and fuel drawn are recorded against each unit under its usage category, with figures from the operations systems arriving through the API.

Insight

Idle and overworked units

Hub dashboards rank units by hours worked, so planners see which sit parked and which carry most of the load.

04 How it works day to day

A turnaround day at a hub now leaves a usage record for every unit on the ramp.

RAMP AGENT

Checks out a unit

At shift start the agent scans the QR label on a tug or belt loader in the mobile app and checks it out to the crew.

SYSTEM

Takes in operations data

Engine hours and fuel figures from the ground operations systems arrive through the API and are stored against the unit.

RAMP AGENT

Returns the unit

At shift end the unit is checked back in, and an engine hour reading is entered by hand where no system supplies one.

HUB SUPERVISOR

Moves idle equipment

The hub dashboard shows units with few hours logged this week. The supervisor sends them to the stands that have been waiting for equipment.

FLEET PLANNER

Compares hubs

Usage by equipment type is compared across hubs, so a hub short of belt loaders can take spare units from another.

SYSTEM

Sends the usage report

A scheduled report of hours and fuel by unit and hub goes to ground operations management.

OPERATIONS MANAGER

Plans the fleet

Before buying or leasing more equipment, the manager checks recorded utilization by type and hub.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Usage logs	Kept differently at each hub	One record per unit, across all hubs
Engine hours and fuel	Not tied to a unit	Recorded against each unit
Who used what	Unknown	Checked out to a crew by QR scan
Idle equipment	Unnoticed	Visible on the hub dashboard
Utilization	Uneven and unmeasured	Improved by 33%
Old logs	Left in separate systems	Migrated into Asset Infinity

06 How it rolled out

1

Usage logs reviewed. A review of each hub's usage logs showed where records were missing or kept differently.

2

Systems linked, logs migrated. Ground operations systems were connected through the API, old usage logs moved in, and usage categories set per equipment type.

3

Ramp teams trained. Ramp crews and support teams learned the shift check-out, with regular system reviews after go-live.

07 The results

- Usage of every ground support unit visible across all hubs
- Fuel and engine hours recorded against the unit that used them
- Seasonal fleet planning based on recorded usage instead of estimates
- Less time spent collecting usage figures by hand

08 Why it worked

Usage lands on the unit

Each scan, reading and fuel figure belongs to a specific unit, so utilization can be compared unit by unit and hub by hub.

Little extra work on the ramp

Crews scan a label on equipment they already handle, and the operations systems supply the rest through the API.

Old logs kept

Usage history from the old logs was migrated, so the first comparisons did not wait for months of new data.

09 Looking ahead

By recording every ground support unit's use in one place, the group found the idle equipment it already owned and put it to work, improving asset utilization by 33%.

The same records now inform fleet decisions: which equipment types each hub needs more of, and which it can do without.

See it on your own assets

A 30-minute demo, set up for an airline, airport or ground handling team.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial