

Freight handling experts deepen long-standing partnership

WISAG digitises air freight processing with EPG's Cargo Handling System

The long-standing relationship between aviation experts EPG (Ehrhardt Partner Group) and WISAG Aviation Service Holding has reached another milestone with the successful introduction of the CARGO Handling System at Berlin-Brandenburg, Hamburg and Münster-Osnabrück airports. This renewed collaboration underlines the two companies' trust and their commitment to lead the way in the complex world of ground handling.

When WISAG Aviation Service Holding decided to upgrade its freight handling capabilities by introducing a successor to its previous ELWIS solution, the focus was on the extensive demands of freight processes, how to handle complex customs formalities, telex communication, and the automation of contract and billing management. WISAG deals annually with around 53,000 take-offs, 6,2 million passengers and almost 65,000 tonnes of cargo, making it the largest private full-service provider of airport services in Germany. So it needed a high-performance and at the same time resilient warehouse solution, which is exactly what the powerful CARGO Handling System from the aviation experts at EPG delivers.

EPG looks back on over ten years of collaboration with WISAG, which it has supplied with a comprehensive aviation execution suite. Its Ground Handling System (GHS) has been in use since 2011, digitising and optimising the billing of handling services at WISAG locations. This experience informed the search for a new warehouse solution.

Over a decade of working together

"WISAG and EPG look back on a long and successful ground handling partnership, in which EPG has proven a dependable partner offering solutions that meet our needs. The introduction of CARGO is another stage in our alliance and will help make our freight processes even more efficient," says Wolfram Greb, Head of Aviation IT at WISAG.

CARGO gives the air freight service provider a complete, modular, digital solution for all its cargo handling processes, from electronic warehouse management, consignment import and export, digital process management and seamless AWB management, all the way to mobile service registration. The solution minimises manual processes at the sites, allowing WISAG to benefit from a consistent flow of information.

Ground and cargo handling system smoothly introduced

CARGO was introduced simultaneously at Berlin-Brandenburg, Hamburg and Münster-Osnabrück airports. Despite some challenges, the system was launched amid an atmosphere of collaboration. “We worked closely with WISAG’s team to ensure that things went smoothly. There were a number of adjustments and technical conundrums, such as harmonising locations and customs interfaces, but together we arrived at the best possible solution,” explains René Merkens, Director Sales at EPG. As well as providing a fully integrated billing management facility with a seamless connection to the existing SAP set-up, the multi-station CARGO system makes freight handling significantly more efficient for the airport services specialist.

Looking ahead, Merkens comments further: “WISAG has now successfully integrated two EPG solutions at different locations. GHS and CARGO have both been incorporated seamlessly into WISAG’s operational landscape. We don’t have any immediate plans to introduce anything else, but our partnership remains strong and we’ll continue to explore opportunities for collaboration. WISAG’s extensive portfolio of services, some of which go beyond air freight, represent an excellent opportunity to leverage the benefits of our EPG ONE Supply Chain Execution Suite in various areas such as warehouse management and voice-controlled systems.”

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EPG – Smarter Connected Logistics

EPG is a leading international provider of a comprehensive supply chain execution suite (EPG ONE™) and employs 975 people in 23 locations across the globe. The group of companies offers its more than 1,600 customers WMS, WCS, WFM, TMS and voice solutions for optimising logistics processes – from manual to fully automated logistics environments. EPG's solutions cover the entire supply chain: from warehouse and road to ground and cargo handling solutions at airports. Logistics consulting, cloud services, managed services and logistics training in the company's own academy round off EPG's comprehensive range of solutions.

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