

EPG prevails once again in bidding competition

EPG provides billing management solution to dnata

The world of ground handling is subject to constant change. New technologies, regulatory requirements, and changing customer demands continuously shape the industry's development. This is also true for Dubai-based air and travel services provider dnata, part of the Emirates Group. To meet the increased demands in billing management, dnata will optimize its contract and billing processes at Dubai's two airports using the Ground Handling System (GHS) from EPG (Ehrhardt Partner Group). A previous version of GHS has been ensuring automated billing of all provided services at dnata since 2013. A comprehensive approach that has once again proven its worth in a lengthy global tender process - the re-launch of the latest iteration of the efficient contract management software is well underway.

dnata is a leading global air and travel services provider. Established in 1959, the company offers quality and safe ground handling, cargo, travel, catering, and retail services in over 30 countries across six continents. In the financial year 2023-24, dnata's customer-oriented teams handled over 778,000 aircraft turns, moved 2.9 million tonnes of cargo, uplifted 123 million meals, and recorded a total transaction value (TTV) of travel services of US\$ 2.4 billion.

Effective Contract and Billing Management for Over a Decade

To optimize contract and billing management at Dubai International (DXB) and Dubai World Central (DWC) airports and to capture and bill all services provided by the numerous partners and service providers, dnata decided to continue using the automated Ground Handling Solution (GHS) from EPG. Since 2013, this software, known internally as CABS (Contract and Billing System), has been mapping all processes related to contract management, invoicing, and ground handling, and providing all necessary reports in clear dashboards—an approach that continues to convince. Following a lengthy tender process, the renowned ground handler continues to rely on GHS.

Flexibility for a Dynamic Daily Business

In aviation, circumstances can change rapidly, meaning that the services provided by ground handlers, crew, or airlines must also adapt swiftly. GHS offers the necessary flexibility and reliability for contract design and subsequent invoicing, ensuring that all recorded services are billed accurately. Additionally, GHS includes comprehensive mobile service recording and encompasses the entire billing process, including ad-hoc and additional services that go beyond the original contract terms. The result is greater transparency for all parties involved regarding the nature and costs of the services provided.

Preparations for Global Roll-Out

"As a globally operating provider of a comprehensive Aviation Execution Suite, we are proud that such a renowned customer continues to trust us," says Ingo Richter, CEO Logistics Solutions at EPG. "We highly value the collaboration with dnata and look forward to further strengthening our close partnership. The trust placed in us during the tender process reinforces our efforts to expand our presence in the region and thus better support our customers on-site."

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[1] To optimize contract and billing management at Dubai International (DXB) and Dubai World Central (DWC) airports and to capture and bill all services provided by the numerous partners and service providers, dnata decided to continue using the automated Ground Handling Solution (GHS) from EPG. Pictured left to right: Dr. Makrem Kadachi (General Manager EPG MEA), Ingo Richter (CEO Logistics Solutions EPG), Tim Walker (Vice President - Commercial & Business Development, Airports Operations, Dubai dnata), Jasbir Singh (Scheduling and Billing Manager dnata).

EPG – Smarter Connected Logistics

EPG is a leading international provider of a comprehensive supply chain execution suite (EPG ONE™) and employs 1000+ 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 optimizing 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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