

Go-Live in Düsseldorf lays the foundation for international expansion

AAS relies on EPG's Ground Handling System

The AAS Group, one of the fastest-growing ground handlers in the DACH region, will now use the cloud-based Ground Handling System (GHS) from EPG (Ehrhardt Partner Group) to optimize its contract and billing processes. The solution is already successfully in use at the Düsseldorf site, with further rollouts planned for Berlin, Vienna, Frankfurt, and Hamburg. With GHS, AAS is digitizing and automating the billing of all ground handling services, creating transparency and efficiency, and establishing the basis for a unified, scalable system landscape across Europe. For EPG, the partnership with AAS marks a strategically important milestone: for the first time, the Aviation Execution Suite (AES) will also be introduced in Austria. AAS, in turn, benefits from a solution that not only ensures operational efficiency but also meets the high quality and transparency requirements of international airline customers.

The dynamic growth of recent years has quickly positioned AAS among the leading ground service providers in the German-speaking market. With the acquisition of Acciona in Düsseldorf as well as AHS and aerogate, the company significantly expanded its portfolio and market presence. At the same time, rapid growth increased the complexity of the system landscape. Heterogeneous software solutions, partly manual billing processes, and site-specific requirements made unified management more difficult.

"We were faced with the challenge of creating a central solution for our growing group of companies," explains Florian Matthei, COO of AAS. "With GHS we consolidate all relevant processes in a single system, from mobile service capture at the aircraft to back-office billing. This creates a consistent data basis, reduces sources of error, and accelerates processes significantly." For AAS, seamless integration with existing systems was particularly important. Through the dispatch system of long-term partner INFORM, GHS receives all flight data in real time. In addition, the tasks performed on-site are transmitted from the dispatch system and automatically reconciled with the stored contract conditions. This close integration makes it possible to directly link service delivery with billing without manual steps and to automate the process to a very high degree.

Automated billing and complete transparency

With the introduction of GHS, AAS aims to achieve the highest possible degree of automation in billing. Services that were previously documented on paper or in inconsistent systems are now recorded digitally and billed automatically. A key focus is

on Mobile Service Registration (MSR): employees on the apron record their services directly at the aircraft using a mobile device. This saves time, reduces transmission errors, and ensures that no service is overlooked.

From standard handling services to short-notice ad hoc requests, all services provided are automatically reconciled with the contractual data stored in GHS. The results flow seamlessly into AAS's accounting system as well as into a connected BI tool that delivers real-time reports and analytics. "Thanks to the high degree of automation, GHS significantly closes the revenue gap and provides a level of billing security that would be impossible to achieve manually," emphasizes Matthei. "The error rate in invoicing drops dramatically, and transparency for our customers increases noticeably." Another advantage is traceability: each service is linked to a flight number, timestamp, and responsible employee. This makes it possible at any time to clearly show when, where, and by whom a service was performed. This complete documentation builds trust and greatly accelerates the resolution of any discrepancies.

Flexibility for a dynamic daily business

The aviation industry is characterized by short-term changes and a high degree of unpredictability. Flight schedules shift, and external factors such as weather conditions or last-minute rebookings directly affect ground operations. In this environment, GHS provides the necessary flexibility: the system can capture and correctly bill additional services and special requests immediately, even when they are not part of the original contract. For AAS, this means greater planning security and much faster processing. Looking ahead, AAS also expects improvements in planning accuracy. The combination of real-time data and a centralized data base enables more precise resource planning in the future, especially in response to unforeseen events such as weather-related flight schedule changes.

"Our customers today expect not only smooth processes but also complete cost transparency," Matthei adds. "With GHS we can offer both: maximum flexibility in service delivery and at the same time reliable, traceable billing."

Scalability for the future

With the implementation of GHS, AAS is pursuing a clear strategic path: digitization, automation, and expansion. While the system is already live in Düsseldorf, further locations in Germany and Austria will follow. Thanks to the centralized platform, each new site can be integrated quickly, regardless of size or specialization. "We see GHS not

just as an IT project but as a strategic investment in our future,” Matthei explains. “The solution helps us continue growing profitably and provide our airline customers with first-class service at the highest technological level. With GHS we have a system that grows with us and enables our international expansion.”

Finally, Matthei recommends that other companies view the introduction of GHS as more than an IT issue: “It is important to actively involve all relevant departments from the beginning, from accounting and operations to reporting. Those who use implementation as an opportunity for process optimization will benefit twice in the long term: from more efficient workflows and a solid foundation for growth.”

EPG is also pleased with the go-live: “With the go-live in Düsseldorf, together with AAS we have reached an important milestone,” says René Merkens, Director Sales Logistics Solutions at EPG. “The decision in favor of GHS confirms our commitment to providing a powerful and scalable solution for the aviation industry. We are excited to support AAS as a strong partner on their path of expansion.”

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