

Island Aviation Services, Male Case Study

Island Aviation Services (IAS) provide all ground handling services at Male International Airport, the main airport in the Republic of the Maldives.

The Maldives is an exceptionally popular tourist destination, with routes serviced by carriers from around the world bringing millions of tourists to this idyllic spot every year.

With passenger figures increasing, IAS were presented with the challenging task of trying to process more passengers through a fixed size facility, coupled with the expensive task of training their agents in an increasing range of airlines' DCS offerings.

IAS solution was to implement iMUSE from ARINC, which allowed them to free-up previously fixed-function, allocated check-in desks for use by any airline.

To make the best use of this CUTE platform, IAS also sourced a suite of Damarel products to help streamline check-in and boarding, reduce agent training overheads and allow their agents to operate on multiple host systems.

For the charter and low cost carriers, IAS implemented L-DCS, Damarel's Local Departure Control System, along with LodeStone, the integrated Weight and Balance system. This gave them fully automated check-in and boarding for those carriers without their own DCS. L-DCS and LodeStone provide full DCS capabilities, including the generation of all post-flight departure messages and Load Sheets.

The next step for IAS was to target the hosted carriers, including:

- Singapore Airlines
- Malaysia Airlines
- Sri Lankan Airlines
- Emirates
- Qatar Airways

To do this, IAS adopted Babel, Damarel's advanced GUI Common Language Facility (CLF). The customised Babel CLF allowed the IAS agents to check-in for a range of carriers using a standardised GUI, simplifying training and freeing up staff to be used for any carrier.

And at the gates, IAS chose to use Embark/LBA2, Damarel's rapid, secure boarding system. This allowed for a standard boarding process, with the agents using the same software to board all hosted carriers, with the DCS being updated in real-time with the boarding progress.

The suite of products from Damarel has helped IAS manage the business of handling millions of passengers every year, no matter what the airline requirement. With every passenger travelling from Male being checked in using Damarel's products, Male is a great showcase for the benefits of our integrated solutions.

"Island Aviation was the only handling agent we always try our maximum to fill the demands to all carriers, specially Major carriers with challenging demands. We studied many products, different systems and we went for the best product which is most suitable one. It was a marvellous experience working with Damarel expert team and they never made us feel we are located so far from them even having the time difference of five hours."

Thagiyyu Moosa
Manager Information Technology
Island Aviation Services

To discuss how Damarel's products can help your operation, or to arrange to see them in action, please phone +44 (0)1252 783787 or email: info@damarel.com