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Equipped with a supply chain solution that's powered by optimization technology, Copenhagen Airport is assured of efficient operations and happier passengers

Copenhagen Airport is the busiest international airport in northern Europe, serving 60 airlines and over 70,000 passengers every day. Dubbed the gateway to northern Europe, over 25 million passengers pass through its doors each year.

In the past 11 years it has been named 'most efficient airport in Europe' nine times and, behind the scenes, around 2,300 people keep everything running smoothly. To maintain its reputation as one of the world's best airports, Copenhagen Airport's operations team started to examine how data could be actively used to enhance operational forecasting and planning.

The team recognized that its staff planning tools no longer met its requirements. There were 11 departments with different characteristics, unions and types of employees, all relying on different systems ranging from SAP and Excel spreadsheets to paper and sticky notes. Staff rosters and shift patterns quickly became unusable if any variable changed – for example, if someone called in sick.

Without a full view of the airport's overall staffing requirements, alternative solutions were not clear. For instance, an employee may have been called in to work when a few hours of overtime by an on-site staff member would have been sufficient. Another challenge was that the airport had to take into account 1,000 union contract rules when creating its schedules.

To ensure that its workforce was being deployed as efficiently as possible, Copenhagen Airport required a centralized system to manage the staff for all 11 departments. This planning system would have to recognize peaks in demand to enable accurate planning. Additionally the team



Copenhagen Airport needed a staffing solution was dynamic enough to meet its daily needs

required the new system to have operational planning functions, including functions that would enable planners to assign specific tasks to employees in different departments. The system would also have to enable employees to record the amount of time spent on shifts and tasks, including overtime. Most importantly, it would have to integrate entirely with existing systems including payroll, HR, task scheduling and various mobile applications.

With these requirements in mind, Copenhagen Airport sought an experienced partner to help redefine and optimize its staff planning processes.

"We were looking for a software solution to help us with workforce planning. However, we recognized that we couldn't use a system



ABOVE (L-R): Thomas Hoff Andersson, director of airport optimization, Copenhagen Airports and Marcel Dreef, director aviation planning solutions, Quintiq

that required us to change our operations to suit the software. We needed a solution that could fit our operations and processes," says Thomas Hoff Andersson, director of airport optimization. "We chose Quintiq because of the flexibility of the solution. The company's experience in different industries also gave it a major advantage.

"Our airport was already a very efficient machine. But we thought that if we could work with Quintiq to optimize our workforce planning and squeeze out even more efficiency, it would spell major cost savings."

Quintiq delivered an integrated workforce planning solution with a 100%-fit architecture, which incorporated all the airport's unique constraints and business rules. To boost employee satisfaction, Quintiq provided an employee portal so that staff were given more control over their schedules.

"The main reason we chose Quintiq was because optimization is the core of the system," says Andersson. "We were also fascinated by the possibility of

customizing the solution to fit our work conditions and requirements. As well as delivering results we could never achieve with manual planning, Quintiq goes beyond merely automating functions and enables us to optimize our workforce."

With the new workforce planning system, Copenhagen Airport has reduced paperwork, saved resources and ensured employees are used to their full capacity.

"The system doesn't just automate processes at the back end, but finds opportunities to make things even more efficient," says Andersson.

"For over 10 years, top aviation industry players have relied on Quintiq to make accurate planning decisions and to stay competitive," says Marcel Dreef, director of aviation planning solutions for Quintiq. "We're proud to be the partner of choice for Copenhagen Airport. This is a great testament to our abilities, and I look forward to helping the largest airport operator in northern Europe become even more successful."

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