CAPITA | Workforce management

Case Study

dnata

Airport cargo handler with over 1,800 staff improve their efficency with Workforce Management solutions.

dnata chooses Capita to 'handle' all of its Time and Attendance, Scheduling, Access Control and HR requirements in the UK

dnata limited started its business as Plane Handling in 1987 and today, Handling in excess of 350,000 tonnes of Cargo a year from 450,000 sq. ft. of modern airport cargo terminals, dnata is one of the largest ground handling organizations operating in the UK.

dnata's Ramp and Passenger operations handle 22% of passenger movements through Heathrow's Terminals 3 and 4.

System History

Late 2010 dnata previously Plane Handling went to market to evaluate Workforce Management Solutions as their existing system had become antiquated and un-supportable.

Employing 1,800 people over multiple terminals at Heathrow, dnata desired a sophisticated solution that could provide better visibility of employees in a number of areas including worked hours, movement of employees around the site, holiday sickness absence records, up to date live skill and training records and a staff rostering system to manage the continuously changing seasonal shift patterns.

Reviewing extensively the markets providers' dnata identified our Intelligent System as the most flexible and accommodating solution on the market and at a reasonable cost.

Project teams where established on both sides and we have been working successfully since.

Services

Due to the nature and complexity of this project our operations team has been pushed to the limits. Implementing a project as diverse as this with Time, Access, HR, Scheduling and Managed Services elements is taxing in itself, but having the challenges of a 6 monthly change in shift patterns twice a year put a whole new dimension to the project. Managing this process, to ensure it caused the least disruption to the business was paramount to dnata. The project used a set of csv file import/export routines every six months and has resolved this issue, avoiding manual interventions and time consuming administration.

System Overview

dnata currently use the following products within the Capita portfolio:

Intelligent Time

1,800 Employees managed by 50 Users across 2 terminals and a handful of offices. Dnata choose to use modern and efficient hands can biometric terminals to avoid 'buddy clocking' and the age-old problem of employees forgetting their fob/card. Whilst culturally it was a challenge to implement and time consuming to enroll all members of staff dnata have peace of mind no employee is manipulating the solution and there is no buddy clocking onsite.

Intelligent Access

Restricting employees access to certain locations was critical to dnata; in order to meet health and safety requirements, producing fire roll calls in emergencies and overall site security requirements. 1,800 people onsite are now managed and monitored by over 34 doors that restrict movement during certain times of day and deny access to unauthorized personnel in to secure zones.

Intelligent HR

Centralizing HR record's on site and moving them to a secure online platform was key to maintaining and managing a skilled and trained workforce in a busy and dynamic working environment. Intelligent HR gives 50 Supervisors and Line Managers instant access to all the relevant information on an employee including skills, training, records safety equipment, job history, medical records and other bespoke information.

Intelligent Scheduling

Every 6 months the airline companies release new flight planes and staff work patterns have to be changed and adapted to meet the new shifts requirements. This is a labour intensive exercise and as part of the our solution has been automated saving weeks of work for dnata administrators. Using import and export routines this process is driven by csv files and updates every 6 months streamlining this difficult and time consuming scheduling process.

Intelligent Export

Running a weekly payroll run for 1,800 employees is no easy task so dnata opted to use csv file exports from Intelligent Time to send directly the worked hours and holiday records to Grampion their payroll solution on site. This simple action has greatly reduced the time taken to process payroll and the eliminated room for errors.

Managed Services

We also provide dnata the server environment to run these programs from, every month a managed services technician within Capita updates and maintains the servers and infrastructure of the dnata solution. This guarantees overall reliability and removes system downtime. This recent addition to our offering is proving very popular on large projects, as it simplifies the set up and architecture requirements for local onsite IT teams.

Testimonial

"As a solution, the Intelligent Solution armed our management team with all information to effectively manage their areas of business, we don't just see it as a time and attendance system but a management information system, giving access to our managers a streamline database that controls Training, HR issues as well as day to day running of the department

Although as a business our Rostering was probably the most problematic Capita had ever encounted with many differences and stipulations caused by numerous terms and conditions to different contracts, the system was easily developed to move with us and enabled us to cope easily with the differences

Other issues we faced as a business was a 6 monthly change of rosters from Winter to summer schedules which again with the assistance of the development team in Capita together developed a change that made this necessary change seamless without a disruption to operational business

Other functions of the system would be our Access control where 3 of our major Warehouses based at London Heathrow have the security control doors controls by the Intelligent System, this again gives our management complete visualisation of movements within their respective areas

As a package what makes the Intelligent Solution stand above the rest is the support and ease of development you get with the system, the benefits speak for themselves we now manage effectively 1800 members of staff and agencies across the Heathrow and Manchester and only look to improve on this going forward as and when we expand across the UK and Internationally"

Adam Flowers,
Systems & Compliance Manager