

## Transportation

### / Case study /

## Fraport AG: Ready to take off? Getac Tablet PCs make it easy!



### / Challenge /

Competition in the airline industry is becoming more and more intense. Aircraft should spend as little time as possible on the ground, so quick, reliable handling via efficient, intelligent processes is essential. At Fraport AG, the operator of Frankfurt airport, aircraft dispatchers used various mobile devices to do their work. This mobile solution is essential to apron operations. These devices need to be easy to use and effective, even in the most extreme conditions. In reality, these portable computers actually had a short lifespan due to a high failure rate. This usually required a correspondingly high level of spare equipment and also resulted in extraordinarily high service and warranty costs. The multiple different device types in use also hampered management of all devices.

### / Solution /

Setting standards in mobile hardware and trusted devices is the backbone of efficient IT processes and management. Getac devices are characterized not only by their special resilience and robustness, but also by the way they can be adapted to suit the individual customer.

### / Benefit /

Thanks to a very close collaboration with Fraport users, Getac Engineering was able to define a mobile device standard which supports the greatest number of the required processes and all communication channels. The high robustness of the Getac Tablet PCs means the failure rate is low, creating a high level of satisfaction among internal customers of the IT department, while providing six figure cost savings.

*Fraport's Senior Manager IT-Frontend Systems, Christian Lojda, "We want to grow and improve our services further. With Getac we can do that, because our resources are no longer tied up in unnecessary processes, and we do not have to worry about the operation of the equipment but can concentrate on our core competencies and goals!"*



/ Getac E100 /  
Fully Rugged Tablet

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## / Challenge /

### Increasing global competition and growing cost pressures

The aviation industry is growing rapidly worldwide. Fraport AG, a leading company in the airport business, operates Frankfurt airport, one of the most important air traffic hubs in the world. Frankfurt Airport is one of the top three airports in Europe in terms of passenger numbers, ranking behind only London Heathrow and Paris Charles de Gaulle. In cargo handling, Frankfurt ranks second in Europe.

Fraport AG is making great efforts to take the leadership in the market, especially in the logistics area. As the world becomes more interdependent, Frankfurt airport must be one of the major European hubs while holding firm against increasingly tough competition – not only from Germany and Europe, but also internationally. Like all leading airports, Fraport AG is feeling the pressure, of course.

The most important economic challenge is to keep the aircraft on the ground for as short a time as possible. Each aircraft, whether to Majorca, Dubai or Berlin has to be handled in a very short time and absolutely flawlessly – disembarkation and boarding of passengers, loading and unloading of baggage and cargo, aircraft cleaning, crew change, restocking catering supplies, refuelling, and all the rest of the take off preparations. The operators in Frankfurt claim to be the world's only airport with a turnaround time of less than 45 minutes. To guarantee this is one of the most essential tasks for Fraport AG.



### “We need totally reliable hardware to remain competitive”

Fraport uses more than 30 different software applications for various tasks. A major problem in the past was mainly in the hardware for mobile applications. The devices are used for a wide variety of tasks. They are usually exposed to fairly rough handling by staff, and severe mechanical forces such as violent shaking in unsprung vehicles. Use in all weather conditions, summer and winter, presents an even greater challenge. The hardware used in the past failed

often and had an average life of less than eleven months. So three spares had to be kept in stock for every single device in use.

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## / Solution /

### The toughest requirements

In order to achieve both greater efficiency and greater reliability Fraport AG decided to introduce unified infrastructure and equipment, which would meet their high standards. The selection process, in which the devices of different vendors were tested extensively, took about one and a half years. Getac rapidly emerged as the best provider. There are all kinds of climatic conditions at Frankfurt airport. The hardest tests were performed with the equipment for hours: they were driven in unsprung fork lifters, subjected to drop tests, put in the refrigerator, exposed to heavy rain, snow, sunlight and high heat.

But the devices are very stable in terms of connectivity, particularly in continuous operation. “They must not simply shutdown or lose the WLAN connection,” Christian Lojda explains. If one connection method, such as the WiFi, fails, it will immediately fall back to UMTS. All wireless connections must therefore always be 100% available – always on.



Since the Getac tablets not only passed all the tests with flying colours, but also met even the toughest military standards, the decision was not difficult. From November until the end of 2009, more than 700 devices had been delivered. By early summer 2011, over 1,000 units were in use, and eventually a further 300 will be added.

### Fraport profits from 100% availability and smooth planning

The main application for the Tablet PC is aircraft handling. With their help all employees now get their instructions reliably “on air” and don’t have to visit operational command in advance. The Tablet PCs also ensure that the teams are 100% reachable in an emergency. In the maintenance management area, the serviceable parts are checked on site and the information is forwarded directly without the need for printing or other

media changes. During terminal inspections, for example, information about defective equipment or suspicious objects can be reported immediately. In this way the devices contribute not only to comfort, but also to increased security.

Another range of tasks for the Getac devices are their use in vehicles, such as passenger coaches, baggage cars, fire vehicles, follow me vehicles, and mounted on special vehicle docking stations. Planning and communications take place directly via the device and can be adjusted as necessary. This is extremely fast and flexible – for the benefit of passengers and to avoid costly delays.



There are currently more than 1,000 vehicles at Fraport AG, of which about 550 are equipped with the Getac E100 Tablet PC and the corresponding car-docking system. The car docking process was developed by Getac, in conjunction with a partner, so all the various vehicles can always use the same device.

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## / Benefit /

### “We are mega-satisfied!”



The bottom line: The Tablet PC from Getac has been in use at the airport for well over a year now and the equipment has generally experienced very high acceptance. Even the management is excited, not

just the teams working with it every day. “We are mega-satisfied”, says Christian Lojda. Mainly about their absolute reliability and renowned resilience, the exceptionally user-friendly touchscreen, the practical, high quality accessories, excellent display readability at night and in full sunlight - especially in those vehicles in which the demands on the display and docking station is particularly high. Their extensive and reliable connectivity is also appreciated.



Another particularly important advantage is the excellent cooperation with Getac. Christian Lojda: "Getac is a real business partner, they have real business products and know what users really put emphasis on. Getac's offer to adapt devices to customer's needs has clear advantages. There are regular upgrades and the development needs for the next generation are being implemented." Fraport AG is also pleased about the "very fair price-performance ratio."

### Savings into six figures

Also, the potential savings are considerable. The average lifetime of the Getac equipment is three years and new acquisitions can be greatly reduced. Today only a 10% inventory of spare equipment is required! Besides the increase in efficiency, through the "on air" process, has resulted in reductions in work required on service, warranty and general administration, that's clearly noticeable. Thus the total savings are clearly into six figures!



Christian Lojda: "Getac is just totally professional. Fraport has never before encountered a hardware provider which is so close to its customers and always provides a solution at that speed. That's amazing for us – that's like a business partner has to be. We are looking forward to further cooperation!"

(Photos: Andreas Meinhardt, Fraport AG)

## / Frankfurt Airport Facts and Figures /

### Passengers

1971	serves more than 10 million passengers for the first time
1985	serves more than 20 million passengers for the first time
1992	serves more than 30 million passengers for the first time
1997	serves more than 40 million passengers for the first time
2008	53,472,915 passengers
2009	50,937,897 passengers
2010	53,013,771 passengers

### The Airport as a Hub

- Transit passengers: approx. 52 %
- Frankfurt has a great importance as a transfer airport in international comparisons. Modern technology provides a convenient and rapid transfer.

### Freight

2008	2,042,956 tons
2009	2009: 1,837,054 tons
2010	2,231,348 tons

### CargoCity Frankfurt

- Total project area: 149.00 hectares
- For future development: 27.00 hectares
- Number of forwarders: 114

### Flight Movement

2008	485,783
2009	463,111
2010	464,432

Peak day was the 10th of June 2010 with 1429 takeoffs and landings.

### Airlines in Frankfurt (Winter flight schedule 2010/11)

- |                                    |                                  |
|------------------------------------|----------------------------------|
| <b>Scheduled passenger traffic</b> | <b>Scheduled freight traffic</b> |
| • Airlines: 106                    | • Airlines: 30                   |
| • Destinations: 266                | • Destinations: 811              |
| • Countries: 112                   | • Countries: 46                  |

## / Fraport AG /

Fraport AG offers all services related to airport management, such as ground services, check in, parking and all services around the aircraft. In addition, the airport retailing and real estate development is also part of their business. For its biggest customer, Lufthansa AG, Fraport manages 90% of aircraft ground handling.

The Fraport Group generated €2.19 billion in 2010 with a profit of €271.5 million. Frankfurt Airport is the largest workplace in Germany, with nearly 18,900 employees of Fraport AG and its subsidiaries and affiliates, and 71,000 employees in total at about 500 organizations.

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