

AFSC Hong Kong Boosts Efficiency with **Reduced Downtime** and **24/7 Support**



In February 2023, i6 Group signed a long-term agreement with AFSC (Aviation Fuel Supply Company), Hong Kong International Airport's largest into-plane and tank farm operation, to provide them with our innovative fuel management technology.

AFSC Refuelling has been responsible for into-plane refuelling operations at HKG since 2006, providing refuelling operations for many of the largest airlines in the world. They needed an easy-to-use, powerful fuel management platform to help them manage over 300 hydrant pits and a large fleet of fuelling vehicles and operators.

AFSC primarily chose our solutions because of our global 24-hour support and user-friendly interfaces. These elements, combined with flexible resource allocation and real-time end-to-end data, allow AFSC to provide outstanding customer service and significantly increase operational efficiency.

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We're excited to have partnered with i6 and the whole team is impressed so far. The new platform is very user-friendly for our operators, and we can deliver safer and more efficient into-plane services for our customers. We are also very impressed with i6's approach to support, with 24-hour availability.

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Thomas Ng

General Manager
AFSC Hong Kong

THE CHALLENGE

After increasing frustration with the reliability, usability, and lack of support from their previous solution provider, AFSC identified the need for a new into-plane management platform. They required a reliable, intelligent fuel management system that would increase the efficiency of their refuelling operations. AFSC also identified the need for streamlined communication during fuel events and requested that the platform be easy to use for their operators.



THE APPROACH

We deployed our Fusion⁶ into-plane refuelling management platform, providing AFSC with real-time visibility of ground fuelling operations by connecting flight and fuel requirement data between the airport and airlines. To further enhance their operational efficiency, we also provided eHandshake[®] integration, allowing pilots to interact digitally with refuelling operators. This approach provided fast, paperless refuelling, social distancing for increased safety, and a reduced risk of over-fuelling.

THE RESULTS

Our solution allowed AFSC to increase operational efficiency at Hong Kong International Airport, reporting a significant decrease in system downtime and a notable increase in platform stability. They are delighted with our dedicated Support team and the ability to reach us 24 hours a day, 365 days a year, and their operators find our Fusion⁶ cloud platform and refuelling mobile app easy to use. With the introduction of eHandshake[®], operators can communicate remotely with the flight deck during refuels, allowing for reduced turnaround times and streamlined order completion.



Fuel Management Technology For Smarter & Greener Operations

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