92% Reduction in Fuelling Delays for North Air Manchester

North Air Manchester faced challenges with its legacy into-plane management system, which failed to integrate flight information effectively, leading to manual input for over 200 flights per day. The system was unreliable and crashed frequently, hindering operational efficiency. To address these issues, they implemented Fusion[6] and eHandshake®, a cloud-based into-plane platform and digital refueller-pilot communication technology. The new system provided real-time flight information and streamlined operations, eliminating manual data entry and reducing fuel-related flight delays by 92%. It also improved airline on-time performance, fuel usage optimisation, and safety, allowing North Air to consistently deliver reliable and safe fuelling services.

> *We're extremely pleased with the implementation of i6 technology here at Manchester Airport. The system has transformed our into-plane operations, allowing us to turn flights around much quicker and more efficiently.*
>
> *Real-time flight information means that we can dispatch our refuellers promptly and ensure they are always in the right place at the right time. The reduction in delays is a remarkable achievement and we're impressed with the 24/7 support and constant improvements from i6.*

Craig Glover
Operations Manager
North Air Manchester Airport

THE CHALLENGE

North Air Manchester, an into-plane service provider at Manchester Airport (MAN), had a legacy system that failed to successfully integrate flight information, such as arrival and departure times, aircraft registration numbers and stand numbers.

Although this previous system was designed to save time and resources, it often led to the opposite, with flight information requiring manual input for over 200 flights per day. In addition, the system was unreliable and crashed regularly - leading to even fewer efficiencies than completely manual paper-based operations.

As North Air prides itself on reliable, consistent and safe into-plane fuelling services, the team at North Air needed a system that supported the company's ambition.

THE APPROACH

Due to the growing global presence of i6 Group and having seen the technology in action at North Air's London Gatwick operation, the team at Manchester Airport decided to implement Fusion^{6} and eHandshake®.

Fusion^{6} provides North Air with the ability to manage its into-plane operations with real-time flight information. The cloud-based platform allows the team at Manchester to control its operation both in the office and airside, where supervisors have 4G-connected tablets.

eHandshake® enables digital, paperless communication for North Air's refuellers and Airline flight crew during the refuelling process. Refuellers can automatically capture fuel data on tablets that are connected to flow meters, and Airlines such as Virgin Atlantic can interact with the fuel order before and during the refuel.
Both technologies are seamlessly connected and ensure that flight and fuel data are accurately and instantly recorded.

THE RESULTS

North Air Manchester have seen significant cost savings and operational efficiencies. Due to successful flight data integrations, they can turn flights around much quicker compared to the previous system. With real-time information on changing flight times, the team can ensure that their refuellers are dispatched to aircraft exactly on arrival rather than being too early or late. The streamlined operation means that manually inputting data is no longer required, considerably reducing overhead costs.

Previously, the team had little visibility on last-minute flight changes, meaning that dispatching could be up to 40 minutes late. i6's self-allocation feature solves this by automatically adjusting the allocation in line with the new flight arrival time. This has led to a 92% reduction in fuel-related flight delays, ensuring that the refueller is in the right place at the right time.

For North Air's airline customers, the technology provides a dramatic increase in on-time performance and additional control and optimisation of their fuel usage. Through eHandshake®, airlines can amend the fuel order during the refuel in case a more efficient amount is calculated and also benefit from digitally optimised refuelling, where real-time fuel usage data ensures that over-fuelling is minimised.

Additionally, features like telemetry maps, where the GPS locations and speed of fuel vehicles can be tracked, allow the team to ensure that safety is prioritised. This combination of cost savings, operational efficiencies and safety features allows the team to deliver reliable, consistent and safe into-plane fuelling services at Manchester Airport.

Fuel Management Technology For Smarter & Greener Operations

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