



CASE STUDY

Supporting dnata's air cargo handling growth with BDP design, installation and maintenance know how

dnata is part of the worldwide Emirates Group and one of the UK's largest ground handling services companies with very sizeable air freight handling facilities at Heathrow and a key presence at several major regional airports.

Over the past few years, BDP Solutions has established close working relationships with many freight forwarders, as a supplier of air cargo handling/materials handling equipment and systems. BDP has a good understanding of the demanding nature of dnata's business in order to keep freight flowing freely.

Challenge

The relationship with dnata continues, with BDP being awarded a three-year Planned Preventative Maintenance (PPM) contract in 2013 covering four crucial Heathrow airport sites; South Point, Building 549, Cargo Point and West Point. This was largely as a result of BDP's ability to support bespoke handling equipment supplied by many manufacturers.

Within a month of the PPM contract award, BDP received a further endorsement by being awarded a contract to take on Facilities Management, including additional duties at the Heathrow transport site

By providing professional Planned Preventative Maintenance BDP are able to ensure that equipment is kept in good condition and potential breakdowns are attended to and prevented. Furthermore, as a result of a strong technical background BDP has successfully installed software enhancements and upgrades to reduce call outs to an all-time low.





As Steve Perry, Technical Director of BDP Solutions explains: *"We are one of the few dedicated and specialist air cargo handling equipment suppliers that also successfully offers maintenance and support services. As such, we take on board dnata's requirement for equipment reliability in order to handle large freight volumes. This means fully understanding how their systems work and having the capability to make improvements for better efficiency and reliability."*

Background/Issues

Keith Damen and Steve Perry, BDP Directors have been involved with dnata (and with its previous history as Plane Handling) since 2007, when with CDG Systems. As CDG they completed the Cargo Point ETV project which was in danger of failure due original supplier issues. This system, based on a state of the art control system, is still in daily operation at the Cargo Point facility.

The system at South Point was also upgraded by the BDP team members in 2007, and has been in daily/reliable use since. Both systems are now maintained by BDP.

Solutions

Similarly, BDP has worked with dnata suppliers to provide dnata's Glasgow and Manchester centers with a shuttle vehicle, powered roller decks and bespoke caster decking system.

A year in to the dnata support contract Steve Perry is delighted to announce that the BDP approach to maintenance, software upgrades and system enhancements at the Heathrow sites *have ensured that the system availability and reliability has increased, and the call-outs have decreased almost to zero.*

Highlights

Many years of experience of working with dnata and supplying systems and equipment directly and indirectly for a number of key sites.

BDP has brought emergency calls to break downs to an all-time record low.

BDP has the skills to provide dnata directly with complete systems, including control systems, to ensure the equipment and facilities achieve maximum efficiency

Supplied bespoke equipment to dnata throughout the UK

