

KLM Equipment Services (KES)

Amsterdam Airport Schiphol, Netherlands



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Hilger van Dam

Managing Director
Ctrack Benelux



After a process of several months, including multiple reference visits and pilots, KLM Equipment Services (KES) chose Ctrack as its supplier of identification software. Ctrack offers solutions for live positioning, trip registration, vehicle fleet management, project administration and management information.

If you are familiar with Schiphol, you will recognise the image. Vehicles busily driving back and forth at the airport. They come in many shapes and forms – de-icers, power units, baggage towing vehicles, loaders, mobile staircases, catering trucks, belt loaders and more and this specialist equipment is managed by KLM Equipment Services (KES). The company was looking for a way in which to gain a clear overview of who and when someone was using specific equipment at any point in time.

As a result, Hilger van Dam, Managing Director of Ctrack Benelux, was challenged to solve this problem with his team. "KES chose us from nine suppliers after an extensive tender procedure, in which reference visits were made and the level of user satisfaction was considered. KES chose Ctrack due to the favourable combination of the newest technology, user-friendliness, price, and service, So we are very proud. This is a fantastic assignment, it is a true partnership."

What Type of Company are you?

"Ctrack is part of Novatel Wireless, one of the most advanced and experienced providers of fleet management solutions worldwide. We have branches in 56 countries and our globally acquired knowledge ensures that we combine all the positive aspects of GPS systems with state-of-the-art SaaS solutions in our products. We are able to generate extremely valuable data and connect this to other software platforms, offering an unprecedented number of possibilities and benefits."

What Solution did you develop for KES?

"Our comprehensive solution for KES is a good example of how we work. It was necessary to map the use of all of the specialist vehicles and connect the data output with the existing software platforms of KES.

Within two months, we developed a platform that different companies and KLM departments at Schiphol can use to sign employees in and out. Ctrack ensures that around 5,000 of the approximately 60,000 Schiphol cardholders have access to the equipment of KES, with registration in the identification software and the different Ctrack GPS units. By means of the access card registration it is immediately clear how long an employee uses the equipment, and as a result, automatic invoicing is made possible. In addition, KES can use a desktop computer, smartphone or tablet to view where specific equipment (particularly the Ground Power Units) is located and can therefore use the vehicles more efficiently. In the near future, the battery voltage for electric equipment will also be displayed on a dashboard, enabling users to select a charged piece of equipment."

How can other companies benefit from these Developments

"With the developed identification software and uniform connections, companies can outsource the use management per user group without losing the supervision, so saving hours of administrative work. This way, the system also offers the basis for the emerging need to make vehicle fleets more flexible. In the future, we expect that companies will increasingly opt for the flexible mix of vehicles and work equipment with the use of our telematics. We are way ahead of the market in this area and the benefits are within arm's reach."