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Groundforce Portuguese sites boosted by completion of HERMES Cargo System Upgrade

Following a successful upgrade, Groundforce Portugal cargo stations are now up and running with the latest version, V4, of the HERMES ground handling solution. Adopting a "business as usual" approach, the smooth changeover enabled sites in Lisbon, Porto, Faro and Funchal to enjoy the benefits of an upgraded system. Supported by the cargo team at HERMES, Groundforce has enjoyed the continuation of their high standard of customer delivery with a negligible impact to customers.

In a bid to maintain the competitive edge in their field, this systems upgrade across all sites aligns with their target to maintain the Cargo 2000 quality management program, putting the Groundforce name at the pinnacle of excellence in ground handling customer satisfaction.

With a station-wide system upgrade Groundforce have now implemented a refreshed set of procedures providing the business with cost savings and improved health and safety measures, this win-win situation has created an invigorated buzz within the organisation.

"The decision to upgrade HERMES across our 4 warehouse locations was an integral part of the Groundforce plans to deliver a level of service that will exceed our customer's expectations" said **Fernando Melo, CEO of Groundforce**. "In addition, this upgraded application represents an added value to Groundforce's clients providing a faster cargo delivery with constant information throughout the cargo handling process."

Groundforce Portugal has a healthy 69% share of the Portuguese ground handling market and employs 2,900 staff at five airport locations. With investment in upgraded facilities, systems and procedures Groundforce are undeniably at the forefront of ground handling within Europe.

HERMES Logistics Technologies

Managing air cargo businesses for Airlines, Ground Handlers and Airports in more than 60 cargo terminals across five continents, HERMES Logistics Technologies develops and markets the HERMES real-time air cargo handling system, which supports terminals with cargo volumes varying from 20,000 to over 1,000,000 metric tons per year.

The HERMES System delivers for your customer and business, a complete and integrated solution encompassing all physical handling, documentation and messaging requirements: Real-Time Warehousing, Service Level Profiling/Monitoring, End-User Guidance, Tariff Profiling, Analysis, Audits and Reports.

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