



HERMES Systems Go Live in Toll Dnata stations conquered the demands of the festive season

10th March 2010

As Christmas loomed large, ground handling experts, Toll Dnata Airport Services took the decision to implement their new IT handling infrastructure in preparation for cargo handlers' busiest time of the year. The initial installations took place with the flagship stations: Sydney, Melbourne and Brisbane. With a time critical agenda and a need to provide a consistent level of service during changeover, a team of cargo experts were in place at all locations; ensuring a dependable and stable environment was delivered in order to manage the level of performance dictated at this time of year.

The implementation processes are now complete at all three locations and key staff members trained, allowing Toll Dnata the ability to deliver mirror image levels of professionalism and customer focus at the three sites. The remaining facilities will be deployed over the coming months allowing time for any necessary adjustments to the system in line with a refreshed set of working practices.

The success of the project has been a combination of cargo handling expertise and planning, with live systems already in place in Australia HERMES were able to call upon their local knowledge to deliver a solution compliant with the complex municipal customs requirements and regulations.

Managing air cargo businesses for Airlines, Ground Handlers and Airports in more than **50 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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