



## **Cargo Experts worldwide come together at the HERMES Customer Event in royal splendour!**

11th May 2010

Mid April saw the first of the HERMES user events held within the grandeur of Wellington College in Royal Berkshire. With customers travelling from as far afield as China to more local attendees from Spain and Portugal to Belgium, Germany, Italy and the UK. The support for this event from HERMES customers was indeed overwhelming.

During the lively three day event, operations, accounts, DGR, reporting and technology specialists discussed the latest process and design developments within the HERMES solution, providing customers with access to the latest information on the enhanced business process support and technological advances within the software.

The event was interactive, fun and informative giving all parties the opportunity to voice their opinions and expertise. Adopting a more informal approach, HERMES invited two key customer to speak at the event: Menzies Aviation and LUG Air Cargo. These discussions gave both an impartial view of the system combined with years of air cargo handling know-how, and their perspective as a long term user of the HERMES solution.

The final day of the event was dedicated to the inherent complexities of European Customs. Roni Harmel, Chief Technology Officer at HERMES reviewed with customers the detailed network of solutions within HERMES, reinforcing the functionality available to deal with statutory taxes on air cargo.

Aside from journeys home being temporarily thwarted by an erupting volcano! The feedback received indicated this was an extremely worthwhile event, encouraging lively discussions and a clear vision for the on-going success of the HERMES solution.

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### **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.

**For more information please contact the marketing department at HERMES:**

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