MEDIA RELEASE

SWISSPORT PIONEERS CHAMP'S CARGOSPOT-NEO

Swissport International is the launch customer for CHAMP's Cargospot-neo handling software, a sophisticated and comprehensive cargo operations and terminal management system. The introduction marks a major step in further digitalizing and speeding up Swissport's air cargo handling processes.

Swissport International AG, the world's leading provider for airport ground services and air cargo handling, continues to digitalize its business and becomes the first air cargo handler globally to adopt Cargospot-neo, the next-generation cargo operations and terminal management solution provided by CHAMP. The Luxembourg-based software provider offers comprehensive IT solutions for the aviation industry. Cargospot-neo, their system designed for air cargo handling companies like Swissport, incorporates machine learning and artificial intelligence technologies, helping to unlock an efficiency boost estimated to reach 30 percent across Swissport's vast global network of air cargo centers.

DIRECT API CONNECTIONS WITH CUSTOMERS

The new platform will provide an API interconnectivity solution, representing Swissport's ongoing commitment to driving technological innovation in the air cargo industry. Already today, Swissport is using API technology on mobile devices used by its cargo workforce, to connect with Cargospot's databases during the cargo handling process in the warehouses. However, Cargospot-neo will take this data exchange a step further, allowing for a data flow between internal devices and direct sharing of information with airlines, forwarders and other stakeholders in the air cargo value chain. On top, the API technology will allow Swissport to directly connect with its customers' platforms.

"At Swissport we are driving an ambitious technology acceleration program and are relentlessly committed to innovation and customer-centric solutions to differentiate ourselves from our competitors," says Dirk Goovaerts, Global Cargo Chair and CEO of Swissport International for the CEMEA region. "While the current data exchange in our air cargo centers relies on messaging, the future holds the potential for dynamic, bi-directional API connections with our customers and partners in the air cargo value chain, marking a significant enhancement in our technological infrastructure."

NEXT LEVEL CUSTOMER EXPERIENCE

Following a joint co-creation and development phase with CHAMP, Swissport will further benefit from tools that speed-up warehouse processes and increase transparency across Swissport's more than 100 air cargo centers: A new task manager module will transform the allocation of resources, allowing Swissport to dynamically assign tasks to workers' handheld devices, like shipment build-up, truck loading, and special cargo checks for pharmaceuticals or dangerous goods.

A new customer portal module will increase transparency for airlines and freight forwarders, facilitate a smooth slot scheduling and provide seamless invoice access. Meanwhile, the mobile service point module will bring customer experience to the next level through digital verification of documents, which will eliminate queues and reduce waiting times for truckers. All this will contribute to a significant leap in efficiency.

"The launch of Cargospot-neo presents tremendous opportunities for air cargo handlers like Swissport who are looking to deliver a world-class customer experience and want to work with cutting-edge technologies," says Chris McDermott, CEO of CHAMP Cargosystems. "We have enjoyed a fruitful 20-year relationship with Swissport which has enabled us to collaborate on this launch, and we look forward to many more mutually beneficial years to come."

In 2023, Swissport International AG provided best-in-class airport ground services for some 232 million airline passengers (2022: 186 million) and handled roughly 4.7 million tons of air freight (2022: 4.8 million) at 115 air cargo centers worldwide. Several of its warehouses have been certified for pharmaceutical logistics by IATA's CEIV Pharma and by the British MHRA. At the end of December 2023, the world's leader in airport ground services and air cargo handling, with currently around 60,000 employees, was active at 286 airports in 44 countries on six continents.

Media contacts

Swissport International AG, Group Communications, Stefan Hartung, P.O. Box, 8058 Zurich Airport, Switzerland
media@swissport.com, +41 43 815 00 22