

“Flying high” with RouteSavvy Webservice/API



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Amr Abdelwahab, Principal Software Engineer – Global Dispatch

Customer: Global Aircraft Dispatch
Web Site: www.globaldispatch.aero
Customer Size: 13 employees
Location: New York, NY
Industry: Flight Services

Global Aircraft Dispatch

Customer Profile:

Global Aircraft Dispatch was established in December 2001 as an employee owned and operated organization to provide a vital service for international carriers in the areas of Passenger Services, VIP Services, Consulting, Baggage Tracing, PAX Assist, and Operations

Software and Services:

- RouteSavvy Webservice/API

The Challenge

One area of rapid growth for Global Aircraft Dispatch (GAD) was the delivery of lost baggage to passengers after arrival in New York. “We are responsible for delivering passenger bags to their owners when the airlines lose the bag, or the bag doesn’t make the flight. In these instances, a bag might have been bumped to a different flight, and the bag needs to be delivered to the owner’s home” said Amr Abdelwahab, GAD Software Engineer. “What’s unique about Global Dispatch is that, when you ship something by UPS, you get it the next day. In our environment, everything has to be delivered the same day, and in some cases, a “rush” is placed on a bag so we have to deliver it within 4 hours.”

Using a fleet of 5 vehicles they would try and deliver 2-3 thousand bags annually as part of the airline services they offered, and do so as efficiently as possible. One truck alone might have 30 bags a day, meaning upwards of 150 stops for all 5 trucks per day. When a rush is placed on the bag, they have to immediately modify the delivery schedule and re-optimize the route. Because of the growing volume, both fuel costs and employee overtime were increasing significantly. Something had to be done.

The Solution

Before, optimization was being done manually by looking at assignments, checking them out on web maps, and trying to guess at an optimal order of stops and travel route. Knowing something had to be done, Amr did a web search and came across RouteSavvy Webservice/API. After researching further, he signed up GAD for OnTerra’s RouteSavvy Webservice/API - programming their existing scheduling application to pass the list of addresses that required delivery and receiving back a re-ordered set of stops – which could then be plotted automatically for directions.



For More Information Call:

Sales

720.836.7201, x3

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About OnTerra Systems

Founded in 2005, OnTerra Systems is a company of Web mapping experts, programming specialists, and project managers that provide Web mapping services and products, fleet optimization systems and products, and Geographic Information Systems (GIS) integration services and consulting. OnTerra Systems provides these services to businesses, non-profits, government, and research organizations that need map-based visualizations of data – either to improve operations and bring about cost savings; provide company and product location information for customers; support a marketing initiative, or to make connections and see patterns and trends for business or research planning.

The Benefits

Where before GAD was struggling to deliver 2-3000 bags per year with 5 vehicles, they are now on track to deliver 10,000 bags annually with the same 5 vehicles. At the same time, fuel cost growth has tapered off and overtime has been reduced significantly or in some cases even eliminated. “Since we started using RouteSavvy, we have had a productivity increase of between 200-300 percent because the route optimization lets us deliver more bags per day now...” said Amr Abdelwahab, Principal Software Engineer for Global Dispatch. “RouteSavvy also saves on fuel, and our drivers now can get their jobs done in a 7- to 8-hour day, instead of working so much over time.”



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