



# **BAGGAGE HANDLING MADE DIFFERENT**



# A HEAD FOR HEIGHTS

When it comes to automated airport baggage handling, no one raises the bar higher than the BEUMER Group. That's because we bring a different proposition to the airport business: we combine the process insight of a system integrator with seamless project and supplier management skills. The result is a blend of industry-leading application know-how supported by the best hardware on the market – with world-class solutions delivered on time, every time.



High speed baggage handling systems minimise baggage transfer times to speed up passenger flow and shorten connection times.

## TOTAL COVERAGE

BEUMER Group specialises in high-speed baggage handling systems. Our solutions integrate technology for security screening, storage, sortation and transportation of departure and transfer baggage from check-in to loading, as well as handling of arrival baggage.



With over 1,500 installations worldwide, we have the experience and expertise to approach every project individually and in the context of your specific requirements.



This means we are at home in all environments, from the very largest and most complex airports in the world, to smaller terminals looking for a cost-effective, quality solution.

## TWIN ENGINE

BEUMER Group brings together two powerhouse brands within baggage logistics – Crisplant and BEUMER. Together we have an unmatched reference list, including some of the world's largest airports. Our combined knowhow and technical capabilities allow us to excel at every step of the process – from concept, analysis and design to integration, maintenance and

total lifecycle support. That's why we also offer a specialist global network, with experts on the ground for around-the-clock hotline assistance and hands-on support throughout a system's lifespan.

## A LONGER PERSPECTIVE

At BEUMER Group, we understand the complexities and factors involved in an airport's day-to-day logistical operations as well as broader issues such as process optimisation, scalability and sustainability.

This customer insight underpins our development efforts and ensures our systems not only respond to current needs, but reflect industry developments long into the future. Our teams of technologists and application specialists are already working on the next generation of airport baggage handling systems, making airports more green, efficient, productive, safe and cost effective. No one goes further in making baggage logistics as future-proof and adaptable.

# BROAD SHOULDERS



BEUMER Group has a complete portfolio of airport baggage handling technology, with the world's most energy efficient, high-capacity and secure sorting solutions. Our designs are all produced in-house at our own facilities. This gives us the ability to control every aspect of the value chain and enforce our own stringent standards for quality control and business integrity.

No one offers a more comprehensive range of baggage handling systems than BEUMER Group. This, coupled with our broad experience and international presence, makes us uniquely positioned to identify airport's individual requirements. Whether a fully integrated end-to-end system or a system upgrade, we are able to implement a relevant solution with minimum disruption to daily operations.

#### INTELLIGENT CONTROL

Beyond technological muscle, we also provide the brains to pull it all together effectively. System software is essential for the successful management of baggage handling systems, which is why our baggage logistics solutions have some of the most intuitive and advanced IT management modules.

Featuring production planning, visualisation, reconciliation, statistics and optimisation tools, our IT systems minimise the number of short-shipped baggage and manual baggage handling costs.

#### AUTOMATION MADE DIFFERENT

Our research and development teams are constantly innovating ever more efficient, secure and sustainable logistics systems. That's why our product portfolio includes some of the most revolutionary technologies available today. Examples include the world's most energy-efficient automated sorter, the LS-4000E tilt-tray.

We also redefined advances in throughput with our CrisBag® integrated tote system, which allows automated "in-tote" scanning. Finally, the autover® DCV system has been heralded as among the most radical advances in airport efficiency and security to emerge during the last decade.



## OUR SYSTEMS INCLUDE:

- › Check-in – conventional and bag drop solutions to save floor space and integrate an airline's special demands
- › Security – integrated screening solutions, such as the CrisBag® tote system, feature full item traceability to ensure the airport complies with all international regulations
- › Transportation and sortation – high speed systems minimise baggage transfer delays for shorter connection times and optimised passenger flow
- › Multi purpose storage – tailored solutions streamline baggage handling operations, including peak volume management and reduction of aircraft loading and ground times
- › Baggage make-up – automated processes reduce baggage storage space, provide hands-free ground handling for full track, trace and baggage reconciliation (BRS) and minimise staff injuries from manual lifting
- › Baggage loading and unloading – systems for automatic, semi-automatic and manual handling to reduce costs, improve handling efficiencies and provide a safer working environment for the ground handling teams
- › Baggage reclaim – well-designed, smooth and quiet carousel systems make arrival spaces more attractive and improve the overall passenger experience
- › BHS management IT – intuitive web-based software for easy system operation and navigation between BG Software Suite modules, fast overview of KPIs and BRS plus advanced emulation testing tools
- › Operations and maintenance – comprehensive, tailored training programmes support airport operations with a service level agreement based on key performance indicators

# FEET ON THE GROUND



BEUMER Group is a global organisation that provides localised hands-on customer care through a worldwide network of regional service centres. With our customer's needs driving our inspiration, we have not only designed, built and integrated the world's most advanced baggage sortation technologies for airports large and small, but have also developed a complete portfolio of solutions designed to keep them moving 24/7/365.

BEUMER Group delivers a depth and breadth of customer support that is unsurpassed within our industry, with engineers, experts and technicians on hand to help keep your airport moving. Today, BEUMER Group maintains over 1300 systems worldwide – and manages more than 500 hotline contracts.

Our network of service centres offer comprehensive support packages, including total lifecycle management programmes to ensure peak efficiency throughout a system's lifespan. In most cases, our IT systems or on-site staff foresee and prevent trouble before it ever occurs. However, should any disruption happen we are there to help at a moment's notice; our hotline gives direct access to maintenance experts who all have at least four years of direct field experience who can personally solve any problem, quickly, discretely and with no interruption to airport services.

## TRUSTED, FLEXIBLE SOLUTIONS

With customer satisfaction and an airport's reputation in the balance, we make sure that we fully understand your requirements and build long-term relationships based on reliability and trust. Providing everything from training programmes for airport staff to residential support and disruption-free system upgrades, BEUMER Group is leading the industry with unrivalled post-installation care and support.

This includes:

- › Inspections (system health checks)
- › Preventive maintenance
- › Call-out service
- › Repairs and maintenance
- › Troubleshooting
- › System and operation optimisation.



#### GLOBAL SUPPORT NETWORK:

- › Maintains over 1300 systems worldwide
- › Manages more than 500 hotline contracts
- › Solves 6000 cases every year

#### CUSTOMER CARE:

- › Residential service
- › Field service
- › Customer training
- › 24/7 hotline
- › Spare parts
- › System upgrades
- › Equipment warranties

BEUMER Group's long-term commitment is our promise that customers receive world-class results and value from their investment in us.

This adherence to lasting partnerships through a unique combination of expertise, technology and personal service is what gives meaning to our brand promise: Made Different.

For many years BEUMER Group has delivered systems to airports all over the world.

We provide a complete range of support packages and integrated baggage handling systems for airports large and small, regional and international, worldwide. Our projects include a range of localised, tailored solutions for:

- › Abu Dhabi International Airport
- › Bangkok Suvarnabhumi Airport
- › Bogota El Dorado International Airport
- › Calgary International Airport
- › Copenhagen Airport
- › Düsseldorf International Airport
- › Frankfurt Airport
- › Guangzhou Baiyun International Airport
- › Heathrow Airport
- › Helsinki-Vantaa Airport
- › Johannesburg OR Tambo Airport
- › Munich International Airport
- › New Doha International Airport
- › Nice Côte d'Azur Airport
- › Sheremetyevo International Airport (Moscow)
- › Singapore Changi Airport

No matter where they are or what their need, our customers appreciate our proven, well-engineered technology as much as the reliability of our project management and customer support teams.

For more information on baggage handling or to find your local representative, please see our website or send us an e-mail.

