



Dnata Singapore Pte Ltd

Dnata deploys various RugGear devices to enhance workforce communications using integrated smart solutions

Dnata Singapore, a company focused on airlines ground handling, turns to RugGear for cost-effective, instant Push-To-Talk communication and data capabilities

Dnata Singapore Pte Ltd (Dnata) is a member of the Emirates Group, providing ground, passenger and cargo handling services to over 100 airlines at Changi Airport, Singapore.

Dnata's workers provide a dynamic range of services, moving within and between sites on a daily basis. Communication is therefore vital to the company's success.

Why was a change required?

Dnata realized that a technology upgrade was required to keep up with the progressive demands of the industry. The main challenges faced by their workforce were:

- lack of a single integrated device – staff carried multiple devices, e.g. mobile phone, walkie talkie, torch, clipboard. This put a strain on employees working under tight conditions, e.g. aircraft bellies, departures hold rooms.
- delayed reporting of incidents – when an incident occurs, e.g. equipment

breakdowns or damages, operations personnel need to be able to instantly capture and broadcast the issue to control rooms – previously there were delays in this communication which resulted in longer resolution times.

- intra/inter-group communications – staff need to target communication in depending on the situation e.g. one-to-one, one-to-many, or between groups.

Responding to the challenges

Dnata Singapore switched to RugGear devices, including the RG310, RG730 and RG740 models, all of which incorporate Push-to-talk ("PTT") technology, which uses 3G/4G and Wi-Fi networks for fast, clear, real time communication.

Dnata employees are now able to complete multiple functions, such as management or order dispatch, from a single integrated device. Employees are also able to benefit from their own Operations App on the devices, which allows employees to access flight info, baggage info and their checklist.

What impact has the device had?

By upgrading the devices used by the workforce, Dnata has experienced improved communication and productivity in their workforce, as well as cost savings from having one integrated device with multiple functions.



Mr Jason Tan, Chief Operating Officer of Ground & Cargo Services concluded:

"By merging PTT functionalities onto a RugGear rugged smartphone, it has served Dnata Singapore operational command, control and communications' needs over a single united platform, ensuring cost effective and efficient operations handling. Instead of carrying two or more devices, our personnel now has one device to deal with when out on air-side and command centre have 'visibility' over their theatre of operations, all leading to improved productivity, cost savings and increased efficiencies."