As part of Ground Team Red's (GTR) drive to innovate and change the way ground operations is conducted here in Malaysia, GTR launched Malaysia's first digital airport control centre on 12 November 2018. The unveiling of the control centre was officiated by the Hon. Minister of Transport Malaysia.

The control centre for ground operations is the first of its kind in Malaysia. This fully digitalised control centre, will allow GTR to track aircraft handling by converging real time digital information on passenger boarding, baggage reconciliation and ramp loading activities through a digital dashboard, with the target of an aircraft turnaround of 25 minutes.

In digitalising the operations, guest services personnel will use a smartphone to execute the **gate boarding process**, allowing staff to board passengers conveniently while tracking the gate boarding process in real-time efficiently and accurately.

The same smartphones will be deployed at the baggage carousel for **baggage reconciliation** and also the **e-readback ramp loading system** to provide an organised view of all baggage and cargo loads for the flight. This will improve safety by ensuring 100% accurate aircraft weight and balance readings for flight planning purposes and eliminate paper-based Loading Instructions, which are difficult to manage at night and in bad weather conditions.

GTR staff will also now use their handheld devices to automatically clock in when they report for work and receive their flight assignments automatically. This saves time for staff to meet their flights without the need to report to the office.

Another key feature of the control centre is a **virtual reality training chamber** with six modules - cargo ramp, technical ramp (lavatory), technical ramp (water service), technical ramp (air-conditioning), technical ramp (ground power unit) and aircraft marshalling - that will allow ground personnel to simulate and safely conduct real world scenarios and training exercises without the need for aircraft availability.

YB LOKE SIEW FOOK, MINISTER OF TRANSPORT MALAYSIA LAUNCHING GTR'S DIGITAL AIRPORT CONTROL CENTRE

GTR RAMP AND GUEST SERVICES PERSONNEL BRIEFING THE MINISTER ON THE GATE BOARDING SCANNER & E-READBACK APPLICATION – DIGITALISING GROUND OPERATIONS

YB MINISTER WATCHING A DEMONSTRATION ON VIRTUAL REALITY TRAINING BY RAMP PERSONNEL

YB MINISTER TRYING OUT AICRAFT MARSHALLING MODULE IN THE VIRTUAL REALITY CHAMBER

MEDIA CLIPPINGS OF THE DIGITAL CONTROL CENTRE LAUNCH

Ground Team Red unveils Malaysia's first digital airport control centre

Transport Minister Anthony Loke Siew Fook (sporting red necktie), today, unveiled klia2's RM35 million control centre for ground handling services. Also present were AirAsia Group Bhd group chief executive officer Tan Sri Tony Fernandes, AirAsia Group Bhd executive chairman Datuk Kamarudin Meranun and Ground Team Red Sdn Bhd chief executive officer Kevin Chin. NSTP photo by Ahmad Irham Mohd Noor

GTR AirAsia perkenalkan pusat kawalan digital pertama di Malaysia

Bernama | 20 November 12, 2018 07:43 MYT

SEPANG: Syarikat perkhidmatan pengendalian darat AirAsia, Ground Team Red Sdn Bhd (GTR) telah melancarkan pusat kawalan digital Lapangan Terbang Antarabangsa Kuala Lumpur yang pertama, seumpamanya di Malaysia.

Pusat kawalan digital sepenuhnya itu akan membolehkan GTR untuk menjejaki pengendalian pesawat dengan memproses maklumat digital masa nyata mengenai kemasukan penumpang, penyelarasan bagasi dan aktiviti tanjakan melalui satu panel kawalan digital, dengan sasaran kendalian bagi setiap pesawat selama 25 minit sahaja.

Anthony Loke mendengar taklimat mengenai Ground Team RED yang disampaikan oleh seorang kakitangan di KLIA2, Sepang, 12 Nov, 2018 – Bernama/Astro.

Ketua Pegawai Eksekutif (CEO) Kumpulan AirAsia, Tan Sri Tony Fernandes berkata, dengan mendigitalkan operasi, proses kemasukan pintu akan dilaksanakan melalui telefon pintar oleh kakitangan perkhidmatan pelanggan dan pada masa yang sama, mengawasi proses tersebut dengan masa nyata yang cekap dan tepat.

Telefon pintar yang sama juga akan digunakan pada karusel bagasi untuk penyelarasan beg, manakala sistem muatan tanjakan 'e-readback' akan menyediakan maklumat kargo dan bagasi yang lebih tersusun bagi sesuatu penerbangan.

"Ini akan meningkatkan tahap keselamatan dengan jaminan ketepatan 100 peratus mengenai bacaan beban serta imbangan pesawat untuk tujuan perancangan penerbangan serta menghapuskan arahan muatan berasaskan kertas yang sukar dibaca pada waktu malam dan dalam keadaan cuaca buruk," katanya pada majlis pelancaran pusat kawalan itu oleh Menteri Pengangkutan, Anthony Loke Siew Fook pada Isnin.

Ketua Pegawai Eksekutif GTR Kevin Chin, yang menyampaikan taklimat operasi kepada Loke, berkata syarikat telah memperuntukkan sejumlah RM35 juta untuk meningkatkan penyampaian perkhidmatan, merangkumi aspek kesejahteraan pelanggan, kargo, dan operasi tanjakan.

[Astro Awani](#)

GTR lancar pusat operasi digital untuk perlepasan

SITI AZIELAH WAHI
12 NOVEMBER 2018

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Anthony (kiri) mendengar taklimat berkaitan operasi pelepasan digital daripada staf GTR.

A- A+ (Ubah saiz teks)

SEPANG - Pengendali perkhidmatan darat, Ground Team Red Sdn Bhd (GTR) melancarkan pusat kawalan digital pertama di Malaysia di Lapangan Terbang Kuala Lumpur 2 (KLIA2) untuk penerbangan tambang murah AirAsia.

Pusat kawalan digital itu membolehkan GTR mengesan operasi pesawat dengan menghimpun maklumat pelepasan penumpang, dan pengendalian bagasi melalui skrin digital.

Ketua Pengarah Eksekutif Kumpulan Air Asia Tan Sri Tony Fernandes berkata, melalui sistem terbaharu itu, operasi perlepasan pesawat itu disasarkan hanya 25 minit.

Sinar Harian

Harian Metro

GTR LANCAR OPERASI PESAWAT

Khidmat digital bantu AirAsia

BERITA IT

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Ground Team Red Sdn Bhd (GTR) melancarkan pusat kawalan digital bagi perkhidmatan pengendalian darat di Lapangan Terbang Kuala Lumpur 2 (klia2) yang pertama di Malaysia.

Pusat kawalan digital sepenuhnya ini akan membolehkan GTR mengesan pengendalian pesawat dengan menumpukan maklumat digital dalam masa sebenar bagi perlepasan penumpang, penyelarasan bagasi dan aktiviti pengendalian bagasi melalui papan pemuka digital untuk melancarkan operasi perlepasan pesawat dalam jangka masa 25

minit.

Dalam proses pendigitalan operasi terbabit, kakitangan khidmat tetamu akan menggunakan telefon pintar untuk melancarkan proses di pintu perlepasan membolehkan mereka untuk memeriksa penumpang dengan mudah.

Ketua Pegawai Eksekutif GTR Kevin Chin berkata, pusat kawalan digital pertama di Malaysia akan merevolusikan cara operasi perkhidmatan darat.

"Pusat kawalan ini membolehkan kami memberikan perkhidmatan yang lebih baik dan menambah baik pengalaman penjalanan penumpang dan sambungan hab melalui klia2.

"Matlamat kami

seterusnya adalah membolehkan lebih banyak pusat kawalan digital di rantau ini pada masa akan datang," katanya pada majlis perasmian pusat terbabit yang dilancarkan Menteri Pengangkutan Loke Siew Fook, Pengerusi Eksekutif

AirAsia Datuk Kamarudin Meranun, Ketua Pegawai Eksekutif Kumpulan AirAsia Tan Sri Tony Fernandes dan Pengerusi GTR Bo Lingam.

Telefon pintar yang sama akan digunakan di karusel bagasi bagi proses penyelarasan bagasi dan

proses e-bacaan semula bagi sistem pemuatan untuk menjadikan pengendalian semua bagasi dan beban kargo penerbangan lebih tersusut.

Proses ini akan meningkatkan aspek keselamatan dengan memastikan 100 peratus

ketepatan berat pesawat dan keseimbangan bacaan bagi tujuan perancangan penerbangan dan menyingkirkan arahan insanan yang menggunakan kertas, yang sukar dikendalikan pada waktu malam dan pada cuaca buruk.

KAMARUDIN (tiga dari kiri) Tony (empat dari kiri), Loke (lima dari kiri) dan Chin pada majlis pelancaran.

Harian Metro

Ketua Pegawai Eksekutif Kumpulan AirAsia, Tan Sri Tony Fernandes ketika sidang media selepas majlis Pelancaran Pusat Kawalan Lapangan Terbang Digital Ground Team Red dan lain-lain bersama Menteri Pengangkutan, Anthony Loke (dua dari kiri) di Lapangan Terbang Antarabangsa Kuala Lumpur 2 (klia2). – Foto Ahmad Irham Mohd Noor

GTR AirAsia perkenal pusat kawalan digital pertama

f Share   ✔ Tweet   8+ Share

SEPANG: Syarikat perkhidmatan pengendalian darat AirAsia, Ground Team Red Sdn Bhd (GTR) melancarkan pusat kawalan digital Lapangan Terbang Antarabangsa Kuala Lumpur yang pertama, seumpamanya di Malaysia.

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Berita Harian

GROUND TEAM RED UNVEILS MALAYSIA'S FIRST DIGITAL AIRPORT CONTROL CENTRE

By Digital News Asia November 13, 2018

- Targets an aircraft turnaround of 25 minutes
- A key feature of the control centre is a virtual reality training chamber

(From 3rd left) AirAsia executive chairman Kamarudin Meranun, AirAsia Group CEO Tony Fernandes, Minister of Transport Anthony Loke and Ground Team Red CEO Kevin Chin

[Digital News Asia](#)

Ground Team Red unveils Malaysia's first digital airport control centre

SEPANG: Ground Team Red Sdn Bhd (GTR) unveiled its control centre for ground handling services in Kuala Lumpur International Airport 2 (klia2), the first of its kind in Malaysia.

The airport control centre was officiated by the Minister of Transport Loke Siew Fook, along with AirAsia executive chairman Datuk Kamarudin Meranun, AirAsia Group chief executive officer Tan Sri Tony Fernandes, GTR chairman Bo Lingam, GTR chief executive officer Kevin Chin, AirAsia Malaysia chief executive officer Riad Asmat, AirAsia X Malaysia chief executive officer Benyamin Ismail and Malaysia Airports Holdings Berhad Acting Group chief executive officer Raja Azmi Raja Nazuddin.

This fully digitalised control centre, will allow GTR to track aircraft handling by converging real time digital information on passenger boarding, baggage reconciliation and ramp loading activities through a digital dashboard, with the target of an aircraft turnaround of 25 minutes.

According to GTR CEO Chin, "This digital control centre is a first for Malaysia, and will revolutionise how ground operations services are delivered. The centre will allow us to serve our clients better while providing an improved travel experience for passengers and improving hub passenger connectivity through

klia2, and it is our goal to establish more such centres across the region in the near future."

In digitalising the operations, guest services personnel will use a smartphone to execute the gate boarding process, allowing staff to board passengers conveniently while tracking the gate boarding process in real-time efficiently and accurately.

The same smartphones will be deployed at the baggage carousel for baggage reconciliation and also the e-readback ramp loading system to provide an organised view of all baggage and cargo loads for the flight. This will improve safety by ensuring 100 per cent accurate aircraft

weight and balance readings for flight planning purposes and eliminate paper-based Loading Instructions, which are difficult to manage at night and in bad weather conditions.

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technical ramp (ground power unit) and aircraft marshalling - that will allow ground personnel to simulate and safely conduct real world scenarios and training exercises without the need for aircraft availability.

GTR was established on November 1, 2017 as a joint-venture between AirAsia Berhad and Singapore's SATS Ltd (SATS). GTR provides a comprehensive range of ground handling services such as guest handling, baggage services, aircraft handling, cargo handling services and security services. It is present in 13 airports in Malaysia and Singapore and handles an average of 475 flights daily.

(From third left) Kamarudin, Fernandes, Loke and Chin at the official launch of the Ground Team Red Airport Control Centre at klia2.

The Borneo Post (Sarawak)

Ground Team Red unveils Malaysia's first digital airport control centre

(From third left) Kamarudin, Fernandes, Loke and Chin at the official launch of the Ground Team Red Airport Control Centre at klia2.

The Borneo Post (Sabah)