Ground Handling (GHSP)

**Simplifying Complexity
Improving Safety**

opscom
s y s t e m s ®

Ground Handling Service Providers (GHSP)

Opscom is a web based (SaaS) solution (with the possibility to also run the solution on your own servers as an on-prem/in house setup). The solution is compliant with current regulations as the ICAO Doc. 9859/2018, ICAO Annex 19, (EU)139/2014, (EU)2025/20 and (EU)376/2014.
The methodology of several ISO standards is also incorporated in the Opscom system

Technical requirements

With SaaS (Software as a Service) there is no need for a server installation. With a stable internet connection, Opscom is up and running.

Security and stability

Opscom has a proven track record as a system provider for more than 10 years, with demanding customers like the DoD, RNoAF and Police Aviation. Opscom are employing the latest features related to cyber security, and plan to have a ISO/IEC 27001 certification in 2021.

Responsive design gives you 100 % mobility

With the development of Opscom 2.0 we have made it possible to work with Opscom on any mobile device, in an easy and user-friendly manner. We can also provide you with an offline app for added mobility.
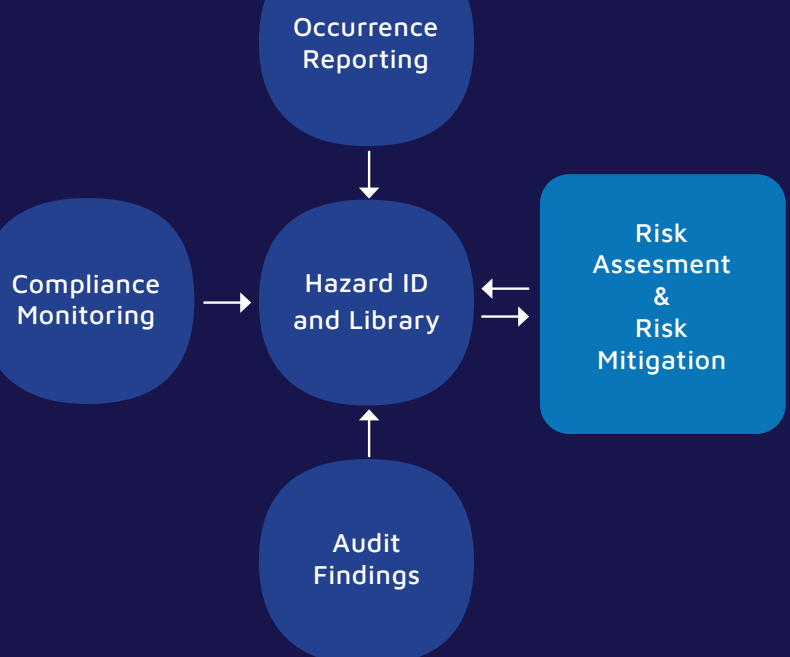
Information management and user control

Opscom gives better control of minor occurrences, to identify and organize the hazards and improve your risk management process. The solution provides every stakeholder at the aerodrome with a common platform for day-to-day operation and the aerodrome`s safety work. There are is limitation on the number of Opscom users within the system. Your data integrity is taken care of and Opscom is compliant with the EU GDPR regulation.

Management of Change (MoC)

Opscom will have a dedicated MoC module in 2020. This module will support the process and documentation of any management of change activity at an aerodrome. There are today several functions supporting a MOC process, but with a defined module, this will be more user-friendly.

Hazard identification and risk management an integrated solution in Opscom

Occurrence Reporting

Compliance Monitoring

Hazard ID and Library

Risk Assesment & Risk Mitigation

Audit Findings

Opscom Modules

1. Operations

This is a core module for airside operations.
It contains several defined features:

- Equipment oversight with any types of checklists and digital forms, integrated into the SPI/KPI`s for management oversight
- Task management
- Roster and duty management

2. Documentation

The document module features publications of documents (files), a digital signature for receiving documents and an easy solution for following up publication of documents.

- The duty journal for day to day documentation that is not identified as a occurrence
- A operational occurrence log, fully customized by the user that can generate a very user friendly interface for occurrence reporting
- Environmental reporting, with statistics and oversight

3. Quality assurance

Case management, occurrence reporting and root cause identification

- An integrated audit function with digital checklist and custom-made checklist library
- A fully operational compliance function, that gives the aerodrome a day to day oversight of any compliance related issue
- Management of change (MOC) functionality, keeping track of and documenting planned and on-going changes at the aerodrome

4. Safety & security

Hazard library, risk assessment and mitigations is fully integrated with other functions in Opscom. This gives a 360 oversight of the risk management process.

- Visitor journal, handling access cards and security approvals
- Training, approvals and skills oversight of all personnel and operational teams

5. Management dashboard

This module is the central place for the user to generate the statistics and operational oversight. The data will be generated in the system but extracted and presented in this module.

Occurrence reporting, a critical component in your safety system

Reactive

Responding to occurrences that have taken place

Proactive

Actively seeks the identification of hazardous conditions through the analysis of all relevant occurrences

Predictive

Using all relevant data as a fundament for identifying future problems

Opscom modules and Regulatory requirements

ICAO SMS and EASA SMM Requirements

Modules

Category	Requirement	1. Operations	2. Documentation	3. Quality assurance	4. Safety & security	5. Dashboard
Policy and Objectives	Management commitment and responsibility					●
Policy and Objectives	Safety accountabilities of managers					●
Policy and Objectives	Appointment of key safety personnel				●	
Policy and Objectives	SMS implementation plan	●		●		
Policy and Objectives	Coordination of the emergency response plan			●		
Policy and Objectives	System documentation	●	●			
Risk Management	Hazard Identification processes	●			●	
Risk Management	Risk assessment and mitigation processes				●	
Risk Management	Internal safety investigations				●	
Safety Assurance	Safety performance monitoring and measurement			●		●
Safety Assurance	The management of change			●		
Safety Assurance	Continuous improvement of the safety system			●		
Safety Promotion	Training and education				●	
Safety Promotion	Safety communication		●			

Contact information

Email: sales@opscomsystems.com
Phone: +47 47 77 55 10
Web: opscomsystems.com

Opscom partners:

HYPERA

Hypera s.r.o, Czech Repuplic
and Slovak Republic
Ing. Kamil Slavik
slavik@hypera.cz

DESIGNER PILOTS

Designer Pilots, Norway
Rune Gilberg Jensen
rune@designerpilots.com
+47 41 47 48 12

Sky`Deas Aviation Consulting

Sky`Deas Aviation Consulting, France
Patrick Niveau
patrick.niveau@skydeas.pro

LATAM LOGISTICS

Latam Logistic, Spain
Jose Ignacio Galan
nacho.galan@latamlogistic.es