The Dispatcher
OCC & TRC
(Operation Control Center & Turnaround Coordinator)
1. ICT Airport Technologies
2. Introducing the Lost Luggage Management System
3. How does it benefit your business
4. System features
Our Airport Technologies division specializes in the sourcing and development of scalable, cost-effective technology solutions to support airport operations, and maximize financial returns.

Simply, we are a one-stop shop to identify the most strategic, scalable and cost-effective solutions, deploy, operate and support airport technology systems, run the project management office, manage the delivery of multiple vendors, maximize operational and financial ROI, as well as provide operational training and 24/7 support.

- OCC/Dispatcher
- Lost Luggage Management System
- Management Dashboard
- LMS - Lounge Management System
- Flight Information Display System
- Customized Mobile Applications
Our Network

14 Countries
35+ International Airports

Countries
International Airports

Morocco
Ivory Coast
Egypt
Jordan
Kuwait
Abu Dhabi
India
Sudan
Uganda
Rwanda
Tanzania
Mozambique
Standards and Certifications

2016
- IT Service Management System Certified
- Information Security Management System Certified

2017
- Business Continuity Management System

WIP
- PCI DSS Certified
- EU GDPR

ICT.AERO Airport Technologies
Industry Recognitions and Awards

PAN Arab Mobile App of the Year – Airports 2015

ICT Deployment of the Year – Aviation 2017

CIO 100 2017
The Dispatcher
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We’ve innovated a fully-integrated dispatcher to handle all your ground handling operations. Forget manual management and move forward into the cost-effective and web-based OCC/Dispatcher system to smartly control airport and flight operations in a click of a button.

With a customizable and fully secure interface, ICT’s Dispatcher app enables you to take full control of airport ground handling operations, from flights landing to takeoff.
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Its flexible dashboard allows you to create, edit and amend flights schedules, update status progress and flight data, complete tasks, sign electronically and release real-time information accessible to authorized departments.

The NAS Dispatcher is a customizable and fully secure interface, ICT’s Dispatcher app enables you to take full control of airport operations, from flights landing to takeoff.

Benefits

Digital Transformation
The Dispatcher can be configured based on the service level agreement with each airport. Thanks to its intuitive and responsive interface, assigned teams are alerted in advance to activate the process of open gates, bridge loading, technical operations, cargo handling, security and other applicable areas.

The Dispatcher app is also available offline, ensuring continuity of operations for a smooth experience and fast performance.

Once all preconfigured SGHA checks have successfully been performed for each flight, automated scheduled reports are issued. These can be configured based on need to enable you to make accurate decisions and better manage your KPIs.

The NAS Dispatcher is a customizable and fully secure interface, ICT’s Dispatcher app enables you to take full control of airport operations, from flights landing to takeoff.

Benefits

Digital Transformation

ICT.AERO Airport Technologies
Automate your ground handling operations today and increase your efficiency and accuracy.
• TRCs update OCC instantly using tablets on 4G connections.
• Preconfigured “To Do” lists based on SGHA and SLA.
• Eliminate duplicate efforts, human errors, and delays.
• Facilitate accurate billing and avoid revenue leakage.
• Ensure all safety and quality checks are performed.
• Capture timestamp of activities, allowing better SLA monitoring and control.
• Real-time progress monitoring, allowing proactive actions.
• Eliminate manual charge notes.
• Collect Airline Rep Feedback.
Contact us today to discuss the features of the ICT OCC/TRC System and how it can benefit you and your customers.

**Lina El Mallah**  
ICT/ Ecommerce Manager - Sales

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Discover our other technological solutions to move into a new era of digital performance and customer satisfaction:

- Lost Luggage Management System
- Integrated Lounge Management Services
- Flight Information Display System
- Management Dashboard
Thank You