

Case Study

At a Glance

Challenges

- Lack of real-time data transparency for cargo tracking

Solution

- End-to-end blockchain based ULD management solution that unlocks visibility and provides a single source of truth

Results

- 83% reduction in manual documentation
- 81% reduction in time between updates
- 90% reduction in communication and container error incidents
- 28% reduction in loading times
- 7% overall productivity gain

From Time Consuming to Time Saving: How Atmos helped Airport Perishables Handling Streamline Cargo Operations at Heathrow Airport

Traditional Aviation Cargo Management Doesn't Work

Airport Perishables Handling (APH), a cargo handling organisation at Heathrow Airport, struggled with data visibility and accuracy because of , their reliance on legacy supply chain and logistics systems. Existing technology organisation for cargo management has remained unchanged for over 50 years. Like others in the industry, APH's dependence on handwritten data records made transparency impossible. Tracking was slow, inefficient, and prone to human error because data recording for each piece of cargo was done manually. Mistakes and the lack of speed and transparency often caused flight delays with time-consuming reconciliation — resulting in wasted costs and customer dissatisfaction. In order to remain competitive in an increasingly challenging industry, APH needed data accessible in real time, both internally within APH as well as across partner organisations and stakeholders, to transport cargo more efficiently. APH's goal was simple: speed up data recording times, reduce errors, and improve transparency between APH and its partners across the cargo management supply chain.



A New Standard

Atmos partnered with APH to deliver a technology solution focused on four key areas to optimise aircraft cargo container tracking and improve APH's operational efficiency:

- Establish secure, transparent records for all organisations involved, update in real-time
- Reduce human error in data recording
- Improve location tracking without the need for additional infrastructure
- Improve user experience for ground handling staff to ensure they feel empowered and incentivised

The Atmos solution decreased cargo transport time drastically, going from 4 hours down to 30 minutes – 8x faster than before.

Heathrow



90%

Reduction in load errors

83%

Faster documentation

28%

Faster loading turnaround



Atmos' technology is fast and responsive, which is key in our busy airport environment. We've seen huge improvements in productivity. The app is more than a tool – it's reshaped how we manage and track our aircraft containers, and the Atmos team's support and expertise in meeting our needs has been outstanding.

Michelle Roosevelt
Director, Airport Perishables Handling



Automate. Simplify. Trust.

