

NEW NERVE CENTRE

boosts efficiency
and resilience

全新綜合控制中心
提升效率

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Hactl has opened a revolutionary new Integrated Hactl Control Centre (IHCC), that centralises operations-, systems- and maintenance control for the first time. These functions were previously decentralised to individual departments, which created a time lag in data collection and sharing.

香港空運貨站有限公司開設全新 Hactl 綜合控制中心 (IHCC)，集中監控運營流程、資訊系統及維修保養。此前，不同部門於各自辦公室進行監控工作，故於蒐集及傳遞資訊上會有時差。

Duty managers working 24/7/365 now monitor the entire SuperTerminal 1 facility, from truck traffic and parking, through the many areas of the terminal, to aircraft dispatch or unloading.

值勤經理可於中心全天候監察整個貨站的運作，由停車場交通管理、站內各區的處貨運作至航機裝卸流程等。

The IHCC provides comprehensive real time data and workload forecasts for the coming eight hours – enabling instant adjustments to staffing and resources to cope with unexpected workload peaks.

中心提供全面的實時數據及未來 8 小時的預測貨量，讓團隊能迅速調配人手及資源，應付突增貨量。

The Centre is also a fully-integrated emergency hub, accessible to the crisis management team, so actions can be coordinated across all departments and effective decisions can be made. The IHCC echoes the emergency centres now found in many airlines and major airports around the world.

中心亦可用作整合的緊急應變中心，讓危機管理小組統籌各部門行動，作出有效決策。其設計概念與全球眾多航空公司和主要機場的緊急應變中心相若。

Executive Director – Operations, Paul Cheng explains: “IHCC provides totally-comprehensive, accurate and instantaneous information on every aspect of Hactl’s giant operation, giving managers with the required access rights a holistic view of both cargo and flights status.

香港空運貨站運營執行董事鄭煌鑫解釋：「Hactl 綜合控制中心提供全面、準確及實時資訊，讓獲授權的管理人員掌握貨物及航機的整體情況。」

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他續說：「我們不但提升了營運效率，更能預視潛在問題及有效應對各種突發事故，包括任何可能發生的大型疫情或危機。」

State of the art

The iHCC incorporates state-of-the-art systems and equipment. COSAC-Plus connects all stakeholders such as government bodies, airlines and freight forwarders, and processes around one million data transactions daily. New dashboards provide real time data and workload forecasts on all facets of operations.

A comprehensive 3D Schematic Display System shows the position of all cargo and equipment in the terminal's cargo handling systems; clicking on any ULD or box displays its details and status. iHCC also monitors all 1,000+ CCTV cameras throughout the terminal.

A flight tracking system assists in predicting aircraft arrivals, while a unit-building monitoring system shows progress at the terminal's 466 workstations. AI-based workload forecasting assists managers in making more informed and consistent decisions, removing possible anomalies caused by variations in managers' experience.

Continues Paul: "The current capacity crunch has led to a surge in ad-hoc charter freighters and 'preighters'. Airlines need more agility in their handling, with more short-notice flights, later cut-offs, frequent last-minute manifest changes and shorter turnarounds." He concludes: "The iHCC perfectly fits the more demanding air cargo scenario of today, and ensures customers' increasingly exacting requirements are met in effectively and efficiently."

先進系統及設備

中心具備先進的系統和設備。貨站的貨物管理系統 COSAC-Plus 連接所有業界持份者，包括政府機構、航空公司和貨運代理，每天處理約 100 萬宗數據交易。而新開發的資訊儀表板更提供運營流程的實時數據和工作量預測資料。

全方位立體顯示系統標示所有貨物和設備於貨物處理系統內的位置，只需點擊屏幕上的航空載具或貨箱，便會顯示其詳細資料和狀態。中心亦設有連接貨站逾千部攝錄機的閉路電視監察系統。

中心的航班追蹤系統能預測航班抵達時間，而裝板監察系統則顯示貨站內 466 個工作台的貨物裝卸進度。中心運用人工智能技術預測工作量，讓管理人員作出有效和貫徹的決策，減低因管理人員的不同經驗而可能出現的決策差異。

鄭煌鑫續說：「目前載運量緊縮令貨機包機和客機轉貨機的需求急增。航空公司要求更靈活的處貨流程以應付更多臨時航班、縮短裝機時間及最後一刻載貨清單變更等需求。」

他總結道：「Hactl 綜合控制中心能有效配合現今市場對空運業日益提升的要求，充分滿足客戶的各種需要。」

