NEED ME .COM
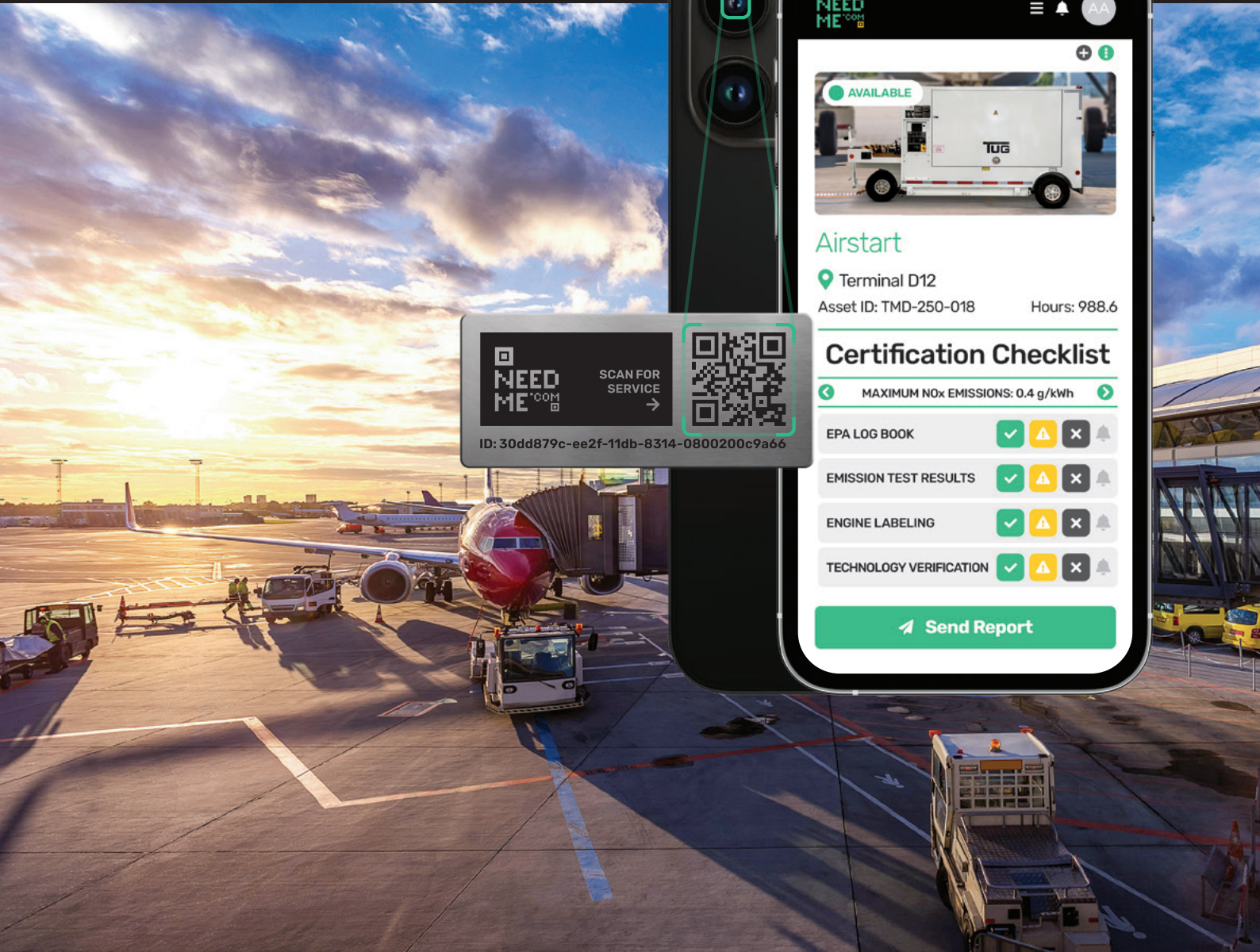
Connected Operations Platform for Airlines, Airports and Ground Support Equipment

NEED ME .COM

SCAN FOR SERVICE →

ID: 30dd879c-ee2f-11db-8314-0800200c9a66

3:29 PM

AVAILABLE

TUG

Airstart

📍 Terminal D12

Asset ID: TMD-250-018   Hours: 988.6

Certification Checklist

◁ MAXIMUM NOx EMISSIONS: 0.4 g/kWh ▷

EPA LOG BOOK	✓	⚠	✕	🔔
EMISSION TEST RESULTS	✓	⚠	✕	🔔
ENGINE LABELING	✓	⚠	✕	🔔
TECHNOLOGY VERIFICATION	✓	⚠	✕	🔔

➤ **Send Report**

Contents

Welcome to NEEDME.com

NEEDME.com is a centralized asset management and digital automation platform for Ground Support Equipment and airport operations . NEEDME.com (powered by Blackhawk.io) leverages deep aviation expertise and advanced IoT technologies to provide comprehensive airline ground asset telematics technologies, delivering operational efficiency, predictive maintenance, improved asset safety, enhanced customer service, and environmental sustainability.

KEY CAPABILITIES

GSE Tracking & Management

Real-time tracking and management of Ground Support Equipment (GSE) and operations to support aircraft turnaround and improve on-time-performance.

Planned Maintenance

Proactive maintenance tracking from runtime hour monitoring. Rationalize Assets and GSE Fleets - Right-size your fleet and redistribute assets to optimize operations and utilization.

Defect Reporting/Service Request

Easy digital reporting of breakdowns, unplanned maintenance or assets requiring attention.

Locate Wheelchairs and Terminal Assets

Indoor and outdoor visibility of wheelchairs and passenger mobility assistance assets, tools and equipment.

Smart Digital Forms

Efficient waste management and recycling collection, proof of service delivery and digital record-keeping.

Workflow Automation

Only authorized staff can use the powered equipment, and you can easily limit speed remotely, through NEEDME.com.

Digital Updates and Processes

Close the loop with digital job updates and automated job completion or availability status.

Files, Documents & Service History

Your airline continues to realize significant reductions in jet fuel burn, by ensuring that GPUs are always available, for each flight.

Operational Efficiency

Optimization of ground power units (GPU) to reduce CO_2 emissions.

Asset Security

Secure access control for safe GSE operations.

Pool Booking & Shared Assets

Streamlined management of shared vehicle pools or specialized equipment with an intuitive mobile-based booking system and cost-center accounting.

Fit-for-Purpose Solutions

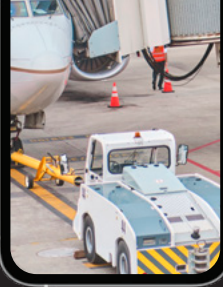Air-safe tracking of Unit Load Devices (ULD) for efficient freight operations.

SLA Reporting & Analytics

Visualize and measure Service Level Agreement performance and gain deep operational insights with custom reporting.

API & IT Ecosystem Integration

Real-time data automatically updates applications such as your ERP or CMMS systems for improved asset management and maintenance efficiency.

Driver Scoreboard
Aaron Adamson
THIS MONTH
Position	34/100
Trend	24
Events	9
Time	13 h 43 m
Trips	22
Distance	213 km
Average Rating	4.9
Trip History
Send Report

Service Logs
QUICK FILTER...
Date/Time	8-3-2024 11:30am
Schedule	12 Month (default)
Schedule Item	12 Month (default)
Interval Type	Months
Service Completed	
Hourmeter	
Odometer	
Notes	Pre-delivery service
Work Order	Nil
Files
Type	
Name	2022-Tug-Alpha-1-Manual
Modified	February 15, 2024
Modified By	Aaron Aaronson
File Size	16 MB
Type	
Name	2022-Tug-Alpha-1-Quick-Start-Guide

Unauthorized Use
ASSET ID: Asset 456
ASSET TYPE: Pushback Tug
Wednesday July 17, 11:09am
Terminal E5
SEND CONFIRMATION SMS
Disable Unit

Mobility
ASSET ID: Asset 456
ASSET TYPE: Wheelchair
Wednesday July 17, 11:09am
Terminal D
SEND CONFIRMATION SMS
Locate Asset
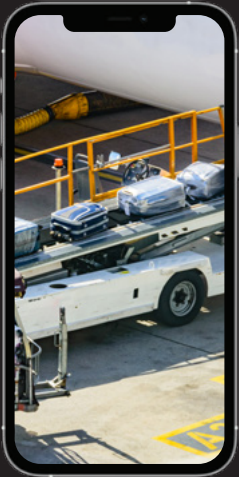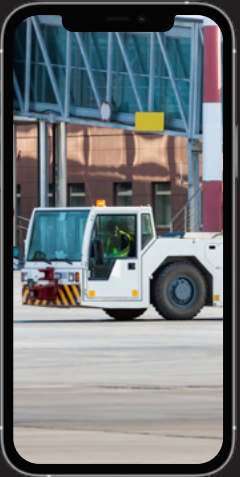
Service Booking
ASSET ID: Asset 789
ASSET TYPE: Tow Tractor
1,000 Hour Service Due
2024
Tue, April 09
APRIL 2024
URGENT SERVICE
ON LOCATION
Maintenance Facility 22009
Book Now

Asset Sync with IFS
WEB HOOK
ADD
Save

Seatbelt Violation
TUG-09
Report
Asset Name	TUG-09
Asset Type	Aircraft Tug
Alert Type	Seatbelt Violation
Date	Today
Time	5 Mins Ago
Duration	Ongoing
Disable Unit

NEED ME.com

Airstart
AVAILABLE
Terminal D12
Asset ID: TMD-250-018   Hours: 988.6
Certification Checklist
MAXIMUM NOx EMISSIONS: 0.4 g/kWh
EPA LOG BOOK
EMISSION TEST RESULTS
ENGINE LABELING
TECHNOLOGY VERIFICATION
Send Report

Reporting
SERVICE COMPLETED ON TIME
CLASS:	ALL
LOCATION:	ALL
DIVISION:	ALL
TERMINAL:	ALL
Date Range
2023   2024
Total number of services completed on time (+/- 1 hour)
On Time   Not On Time
AUG 23   OCT 23   FEB 24   APR 24
Percentage of services completed on time (+/- 1 hour)
0 20 40 60 80 100

Booking
PICK UP   DROP OFF
SELECT ASSET TYPE:
HYBRID & ELECTRIC OPTIONS
Mini Countryman OCCUPANCY CLASS: EV ASSET ID: EV123 BOOK
Mini Countryman OCCUPANCY CLASS: EV ASSET ID: EV456 BOOK
SUV OPTIONS
Toyota RAV4 OCCUPANCY CLASS: SUV ASSET ID: SUV123 BOOK
Toyota RAV4 OCCUPANCY CLASS: SUV ASSET ID: SUV456 BOOK
Book Now

Speed Limit Zone
GATES 18-22
10
SPEED LIMIT ZONE SETTINGS
Apply Changes

Idle For 5 Days
ASSET ID: Asset 442
ASSET TYPE: ULD
Wednesday July 17, 10:43pm
Terminal D18
SEND CONFIRMATION SMS
Locate Asset

Breakdown Report
ASSET ID: Asset 123
ASSET TYPE: Tug
Wednesday April 17, 11:09am
Terminal A27
URGENT ATTENTION
Fault Description:
Split hydraulic hose leaking fluid.
Upload Photos:
SEND CONFIRMATION SMS
Send Report

NEED ME   SCAN FOR SERVICE
Sign In
Email...
Password...
Keep me signed in
SIGN IN
Reset Password

GSE Tracking & Management
For On Time Performance

NEEDME.com provides real-time tracking and management of all aviation assets and GSE. By monitoring the location and status of each piece of equipment, airport operations and ground handling can optimize the utilization and deployment of assets, reducing downtime and improving overall efficiency.

KEY BENEFITS

👁 Visibility

Realtime visibility of GSE leading to improved on-time performance.

⚙ Utilization

Improved equipment utilization and reduced operational costs.

🔄 Optimization

Optimization through efficient allocation and deployment.
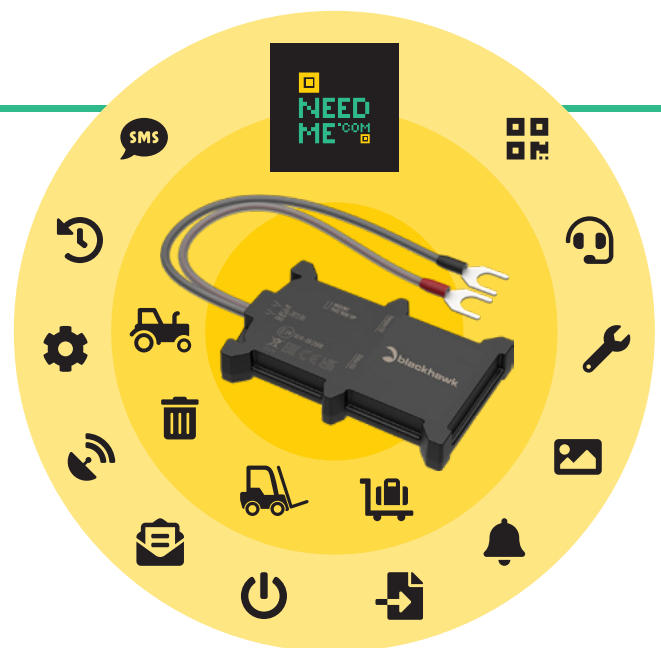
Rationalize Asset and GSE Fleets

NEEDME.com enables you to understand the aggregate utilization of assets and GSE on a per asset class, per business unit or per port basis. The aggregate utilization reporting enables you to understand peak demand and therefore rationalize the nationwide fleet to have the optimal number of assets of each type at each port.

KEY BENEFITS

💰 Reduce Capital Expenditure

Understand exactly how many assets of each type are needed per port, to realize CAPEX and OPEX savings for machinery and equipment purchase and maintenance.

☰ Automate Stocktakes

See how many assets of each type are at each port at any time.

⟳ Optimize Fleet Distribution

Re-distribute under utilized assets and GSE to alternative ports based on actual utilization data.

✔ How We Deliver

NEEDME.com aggregates utilization data per asset type, per business unit or department, and per port, and delivers comprehensive utilization reporting. Reports show peak utilization and overall availability, identifying whether you have just enough assets, not enough assets, or too many assets, at each port. Geofences for each port enable automated stocktakes, where the number of assets per type inside each port geofence is shown.

ANALYSIS OF 45 BELT LOADERS AT ONE AIRPORT

PEAK UTILIZATION AT 07:45HRS

EXCESSIVE IDLE TIME IDENTIFIED

PEAK OPERATING TIME 19:15HRS

Single Day Utilization – SYD – Belt Loader – November 8th

NO. OF BELT LOADERS

● MAINTENANCE ● OFFLINE ● UNSERVICEABLE ● OPERATING ● IDLING ● MOVING ● AVAILABLE

Blackhawk GSE Utilization

Asset Type: Belt Loader

Total GSE: 45 belt loaders at this airport

Location: International terminal

Period: single day 24 hours, in 5-minute intervals

● **Maintenance:** GSE located in maintenance workshop, not available for use

● **Offline:** Offline GSE is offline

● **Unserviceable:** GSE not available for service. i.e. on the asset register but removed from service

● **Operating:** Belt Loader in use. loading or unloading aircraft

● **Idling:** Belt Loader stationary, motor running, GSE not being used

● **Moving:** GSE in motion

● **Available:** Belt Loader available for use

Proactive Planned Maintenance

NEEDME.com offers proactive tracking of planned equipment maintenance using runtime hours or mileage milestones. This ensures that maintenance is performed based on real usage data rather than calendar-based schedules, leading to better-maintained equipment, reduced servicing costs and reduced downtime.

KEY BENEFITS

Service Life

Increased uptime and equipment lifespan through timely maintenance.

Reduced Downtime

Reduced risk of unexpected equipment failures, leading to delays, coupled with a reduction in assets being serviced unnecessarily.

Reduced Costs

Reduced maintenance costs by avoiding unnecessary servicing.
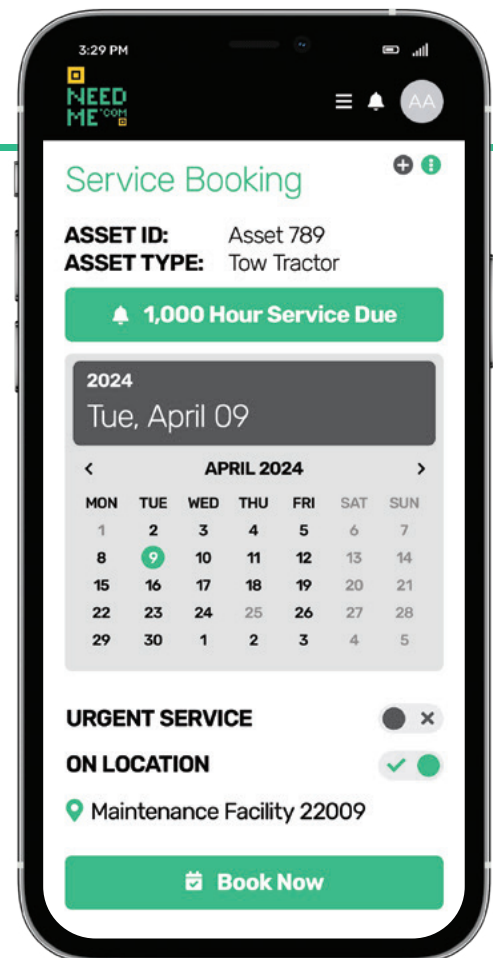
Unplanned Maintenance
Defect Reporting & Breakdown Management

NEEDME.com simplifies the process of reporting faults, breakdowns, and urgent service requests through smart digital forms and automated workflows. Whether it's equipment malfunction, cleaning needs, or restocking requests, NEEDME.com makes it easy for field staff to engage the necessary services quickly and efficiently.

KEY BENEFITS

⤭ Speed and efficiency

Real-time service requests with alerts and notifications to accelerate response times and minimize downtime.

⊞ Convenience

Staff can report issues directly from the field without needing to download an app or log in, streamlining the process.

⤻ Accountability

Automated workflows ensure that all requests are tracked and managed efficiently, reducing the risk of oversight.
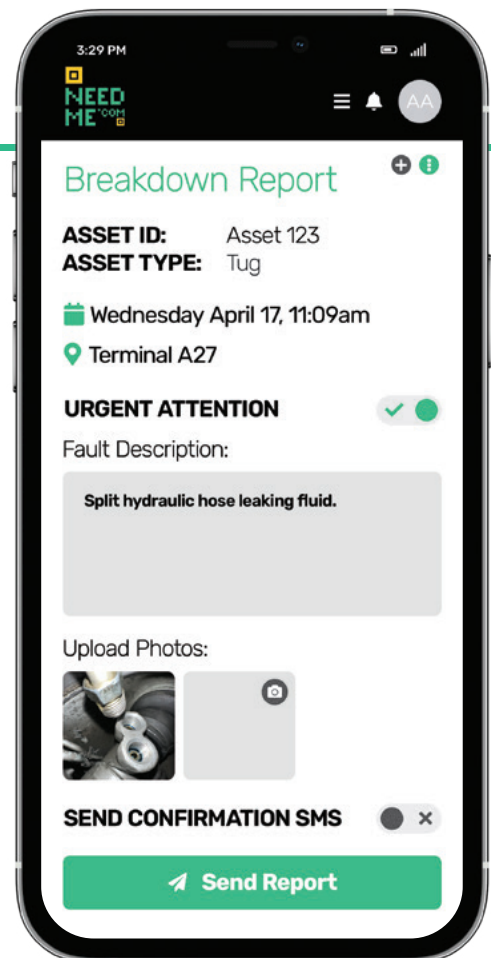
Remote Asset Immobilization

NEEDME.com enables your staff to control its assets and vehicles remotely. This may include disabling powered assets that are tagged out or unserviceable, or reducing the speed based on certain logic, for example pre-set geofences.

KEY BENEFITS

Safety

Disable and/or speed limit your assets anytime, based on a range of logic options.

Transparency

We log each disable and enable, including any triggered by users, so that you have full visibility and an audit trail.

Control

Control and remotely manage the asset base from the convenience of a computer or mobile device, anywhere, at anytime. Both ICE and electric assets and vehicles are supported.
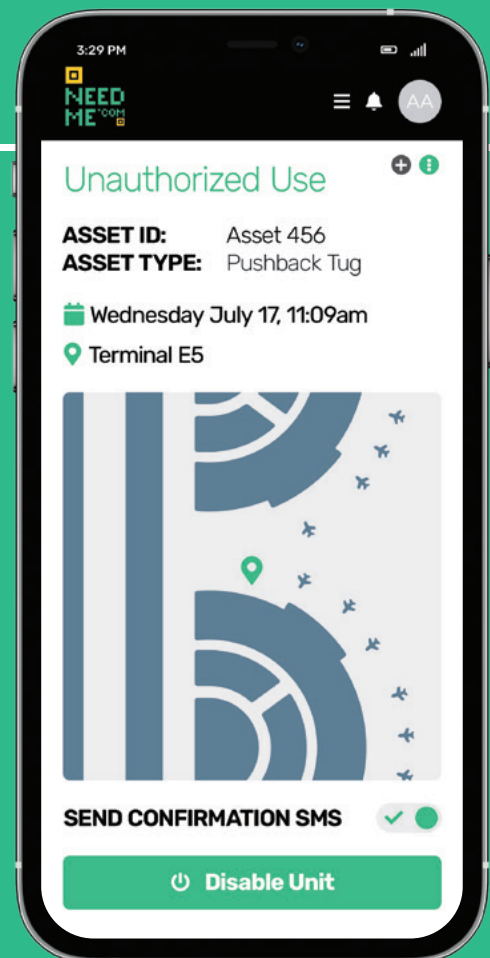
Access Control

NEEDME.com provides secure access control for powered assets such as tugs, belt loaders or high lifts. Your equipment can only be used by authorized personnel through PIN code or swipe card access. This ensures that only qualified staff can operate critical equipment, enhancing safety and security.

KEY BENEFITS

🔑 Security and Control

Improved security and control over key equipment, as only authorized staff can use your assets and GSE.

💰 Reduce Cost

Reduced cost of unauthorized access, including by people outside of your staff. This includes reduced fuel burn, wear and tear, and maintenance costs.

☑ Safety and Compliance

Automatic record-keeping and billable use for shared GSE and asset resources, based on the record of which operator used which asset at what time.

GSE Speed Limit Zones

NEEDME.com enhances airside safety and compliance by automatically enforcing speed limits within designated areas such as ramp zones and other predefined locations. Using advanced geofencing technology, tracking devices installed on vehicles and ground support equipment (GSE) automatically adjust speed settings upon entering restricted areas, ensuring compliance with operational safety standards and reducing the risk of accidents.

KEY BENEFITS

🪖 Enhanced Safety

Improved security and control over key equipment, as only authorized staff can use your assets and GSE.

☑ Regulatory Compliance

Maintain compliance with airport and aviation industry speed regulations effortlessly, reducing potential fines and operational risks.

♻ Operational Efficiency

Reduce manual enforcement efforts by automating speed restrictions, allowing ground crews to focus on critical tasks.

⬚ Customizable Zones

Define and adjust geofenced areas to align with changing operational requirements and safety protocols.

👁 Real-Time Monitoring

Gain instant visibility into speed compliance, enabling proactive management and reporting to improve operational oversight.

Seatbelt Safety Compliance

NEEDME.com enhances airside safety by ensuring seatbelt compliance for Ground Support Equipment (GSE) operators. Smart sensors detect when equipment is being operated without a seatbelt and trigger automated alerts to supervisors or directly to operators. NEEDME also provides comprehensive reports on repeated violations, capturing details such as frequency, location, duration, and operator identification when available.

KEY BENEFITS

🪖 Improved Safety Culture

Encourages adherence to safety protocols, reducing the risk of injuries and reinforcing a strong safety-first culture.

🔔 Real-Time Alerts

Immediate notifications allow supervisors to address non-compliance issues as they occur, preventing potential accidents.

📊 Data-Driven Insights

Detailed violation reports provide actionable insights to identify trends and recurring issues, supporting targeted training initiatives.

✅ Regulatory Compliance

Helps organizations meet aviation safety regulations by ensuring seatbelt usage is consistently monitored and enforced.
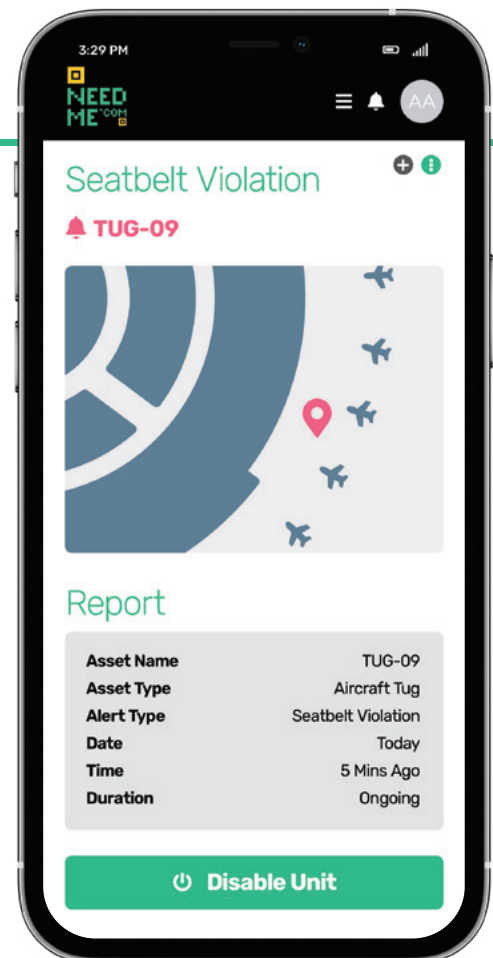
Digital Asset Portal

NEEDME.com provides centralized access to all asset-specific information, including manuals, diagrams, operating procedures, and service history. This ensures that your teams have the information they need, when they need it, to make informed decisions and maintain operational efficiency.

KEY BENEFITS

⤬ Efficiency

Quick access to asset-specific information reduces downtime and improves decision-making.

⚲ Transparency

Detailed service history and other logs provides a clear picture of an asset's condition, helping to prevent future issues.

⤧ Organization

Centralized document storage eliminates the need for physical manuals and paper records. Real-time version-control means that your teams always have the most current information available.
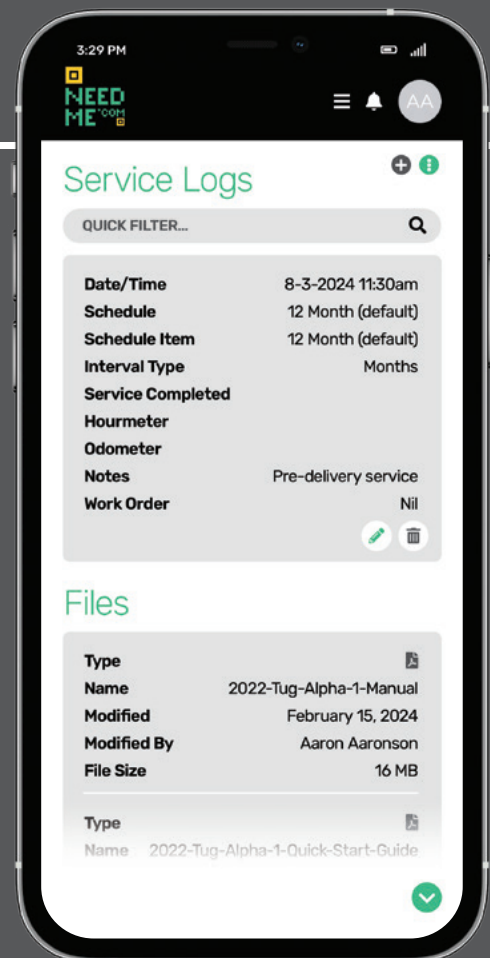
Wheelchairs and Terminal Assets

NEEDME.com provides comprehensive indoor and outdoor tracking of wheelchairs and other passenger mobility assistance assets. This ensures that these essential assets are always available when and where they are needed, enhancing customer service and ensuring on-time performance.

KEY BENEFITS

♿ Availability

Improved availability and accessibility of wheelchairs means staff can find them easily when needed.

☺ Customer Satisfaction

Enhanced customer satisfaction through timely service.

♻ Efficiency

Streamlined management of mobility assistance operations with staff empowered to accurately locate resources as needed.

Pool Booking and Shared Assets

NEEDME.com streamlines the management of shared assets, such as vehicles and specialized equipment, by offering an intuitive mobile-based booking system. This includes automated administration, usage accounting, access control and key management, ensuring that resources are used efficiently and equitably.

KEY BENEFITS

⟳ Efficiency

Easy booking and management of shared assets saves time, prevents unauthorized use and ensures that costs are allocated correctly.

💲 New Billing Models

NEEDME.com enables new asset billing models such as Pay Per Use (PPU), Pay Per Hour (PPH) or Pay Per Turn (PPT).

☑ Compliance

Automated mileage tracking helps avoid costly lease penalties, ensuring compliance with lease agreements.
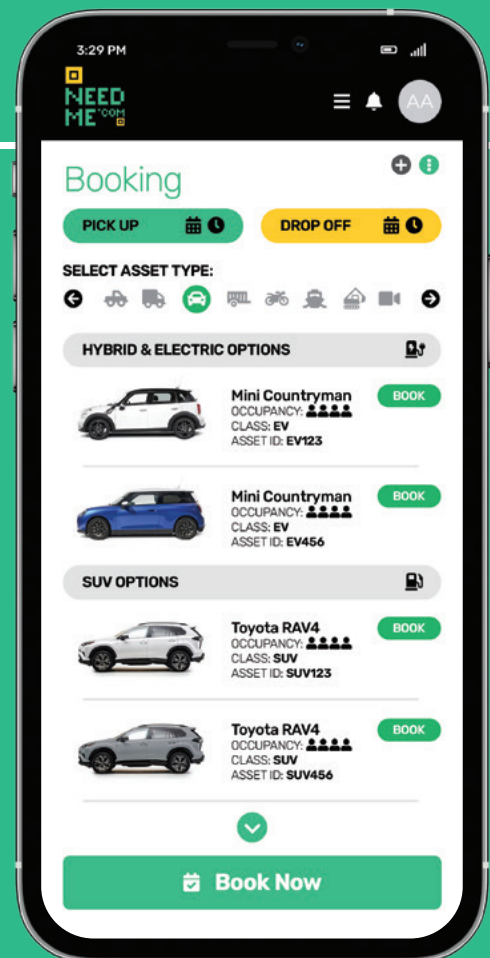
APU Fuel Sustainability and Reduced Emissions

NEEDME.com enables efficient management of ground power units (GPU) to reduce CO_2 emissions from aircraft using onboard auxiliary power units (APU) at the gate. Providing power through GPUs can significantly reduce unnecessary jet fuel burn whilst reducing emissions.

KEY BENEFITS

📥 Reduce Costs

Reduce operational costs by minimizing APU usage and therefore minimizing the burning of expensive jet fuel.

🍃 Eco Friendly

Reduced CO_2 emissions and environmental impact.

🔀 Streamlined Operations

Easily find available GPUs when needed, by searching on NEEDME.com.
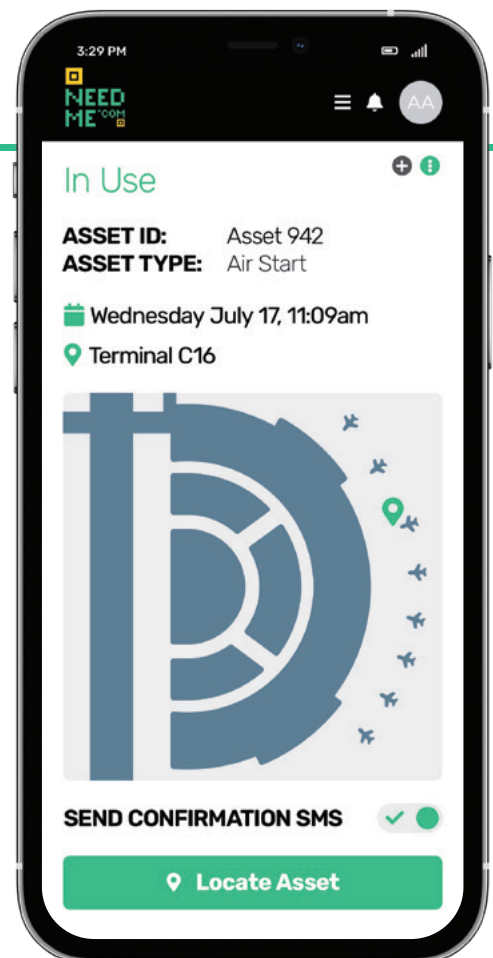
ULD Logistics

NEEDME.com features air-safe tracking of Unit Load Devices (ULD) for cargo. Utilizing flight-approved devices with altimeters, tracking is enabled or disabled based on whether the ULD is in flight or on the ground, ensuring compliance and operational safety.

KEY BENEFITS

Optimize Volume of Cargo

Find the right ULD when needed, quickly, to maximize the volume of cargo transported per flight.

Trace ULD Damage Back to Customers

View ULD location history to trace ULD damage back to customers.

Reduce ULD Dwell Time

See when ULDs aren't moving, and either get them back from customers or redistribute the ULD fleet to locations where they will get more use.

SLA Reporting and Analytics

NEEDME.com offers accurate reporting and analytics capabilities, allowing staff to visualize and measure Service Level Agreement (SLA) performance in real-time. Using Power BI Embedded, NEEDME.com provides deep insights into operational efficiency, helping your staff to track improvements, inform decisions, and reinforce service standards.

KEY BENEFITS

📊 Data-Driven Decisions

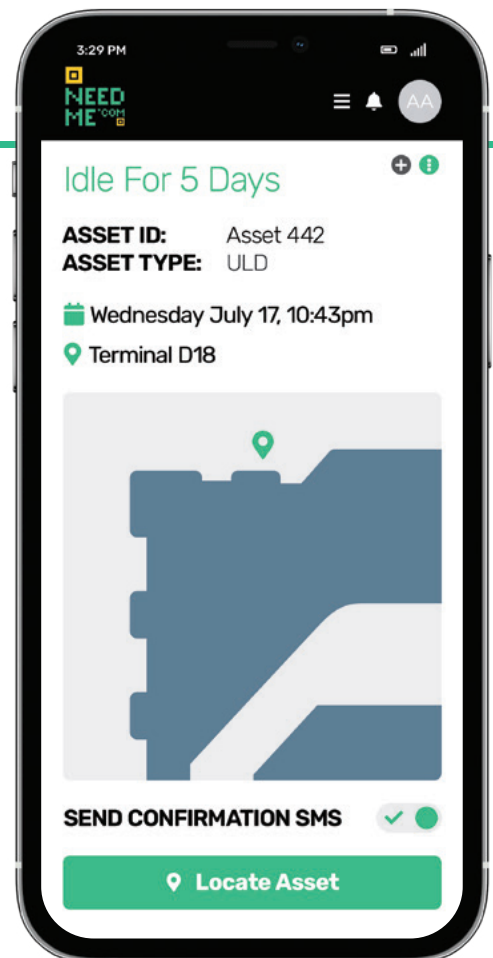Real-time insights empower your teams to make informed decisions that improve operational efficiency. Examples include evidence-based asset replacement and OEM selection decisions, based on breakdown rates by OEM.

📈 Performance Improvement

Continuous tracking of SLA and KPI performance helps identify areas for improvement, driving better service delivery.

👁 Transparency

Detailed reporting provides clear visibility into operational performance, reinforcing accountability and compliance with service standards.

✔ How We Deliver

NEEDME.com aggregates all these sources of data to deliver metrics such as:

- ✔ Planned maintenance adherence
- ✔ Equipment availability and equipment downtime
- ✔ Breakdown response times
- ✔ MTTR (mean time to repair)
- ✔ MTBF (mean time between fixes)

And others – we will work with you to scope your reporting requirements, and then quickly build the reporting in Power BI Embedded, or other suitable dashboarding tools.
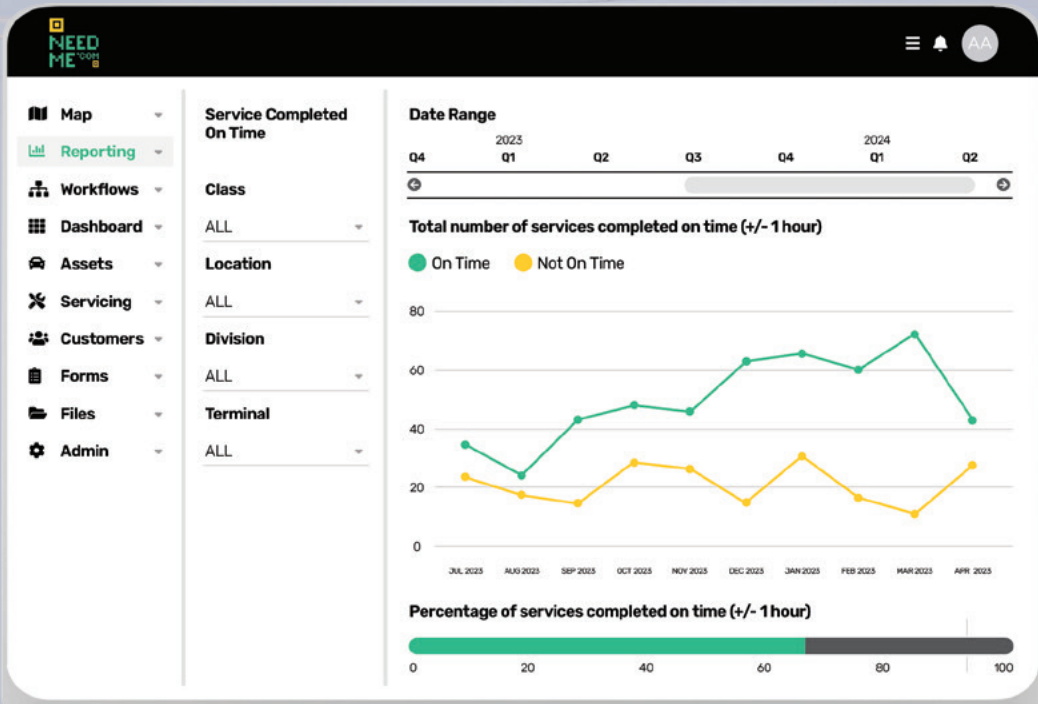
Maintenance Workshop Analytics and Benchmarking

NEEDME.com delivers powerful insights into the performance of service teams and workshop operations by tracking key maintenance metrics such as fleet uptime, on-time servicing, asset availability, Mean Time Between Failures (MTBF), and Mean Time to Repair (MTTR). These insights enable management and workshop supervisors to assess their efficiency, identify areas for improvement, and benchmark performance across multiple service center locations using clear KPI visualizations.

KEY BENEFITS

👁 Operational Transparency

Gain a comprehensive view of workshop performance with real-time data on critical maintenance metrics.

☰ Performance Benchmarking

Compare service center efficiency across multiple locations to identify best practices and areas needing improvement.

👥 Improved Fleet Uptime

Proactively address maintenance issues to maximize asset availability and reduce downtime.

📊 Data-Driven Decision Making

Use actionable insights to optimize resource allocation, streamline workflows, and improve service delivery.

☑ Compliance and Accountability
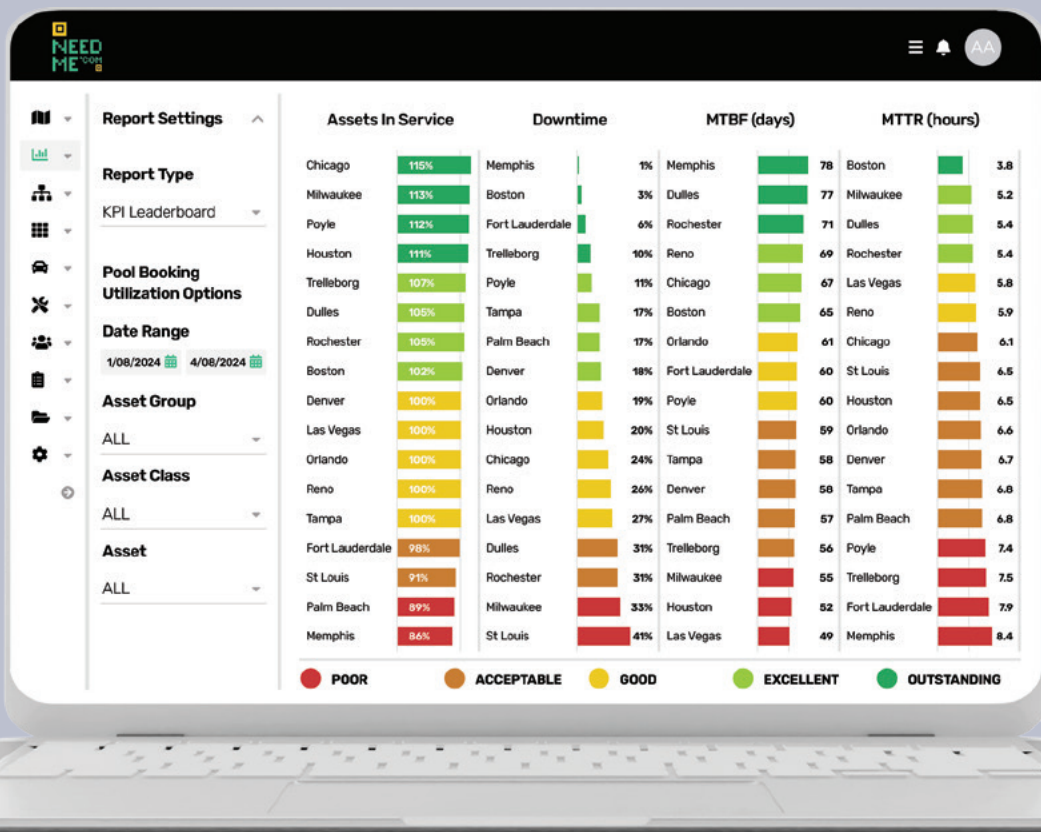
Ensure adherence to maintenance schedules and industry standards with accurate performance tracking and reporting.

Driver Behavior Reporting and Scoreboard

NEEDME.com enhances operational safety and efficiency by providing detailed reporting and scoring for driver behavior. Safety events such as speeding, harsh braking, rapid acceleration, seatbelt violations, and other key parameters are tracked and aggregated into a comprehensive driver scorecard. This system helps drivers and equipment operators identify areas for improvement and fosters a culture of safety and accountability. A scoreboard feature encourages healthy competition among Ground Support Equipment (GSE) teams, promoting teamwork and vigilance in pursuit of safer operations. Each driver receives personalized performance reports with actionable insights to support ongoing improvement.

KEY BENEFITS

🪖 Enhanced Safety Culture

Encourages responsible driving behaviors through transparency, accountability, and positive reinforcement.

👁 Performance Insights

Drivers gain visibility into their own performance, helping them recognize strengths and areas for improvement.

👥 Team Engagement

The scoreboard feature fosters friendly competition, driving collective efforts toward improved safety standards.

🔄 Operational Efficiency

Reducing unsafe driving behaviors minimizes equipment wear and tear, leading to lower maintenance costs and improved uptime.

📋 Regulatory Compliance

Supports adherence to safety regulations by providing clear records of driver behavior and corrective actions taken.

Driver Leaderboard

📅 Last 7 Days

Total Drivers 40   **Total Fleet Average** 4.1   **Change** +0.2

Position	Driver/Operator	Rating	Av. Rating	Change	Time	Distance	Trips	Events / 100 km
1	A Aaronson	★★★★★	4.9	+1	09 hrs : 56 mis	878.7 km	19	4.1
2	B Borison	★★★★★	4.8	0	02 hrs : 13 mins	235.0 km	13	2.2
3	C Carter	★★★★★	4.7	0	22 hrs : 04 mins	2,58		
4	D Davidson	★★★★	4.2	-3	00 hrs : 58 mins	45.		
5	E Erricson	★★★★	4.1	+4	09 hrs : 58 mins	712		
6	F Finlayson	★★★★	3.9	-1	02 hrs : 13 mins	454		
7	G Gregorson	★★★½	3.3	+1	01 hrs : 58 mins	13.		
8	H House	★★★½	3.3	+2	12 hrs : 03 mins	998		
9	I Island	★★★	3.2	+6	07 hrs : 45 mins	678		
10	J Jones	★★★	3.1	0	19 hrs : 12 mins	3,5		

PAGE **1** | 2 | 3 | 4

Driver Scoreboard

👤 **Aaron Adamson** ★★★★★

THIS MONTH 📅

Position	34 /100
Trend	24 ↑
Events	9 👁

Time	13 h 43 m
Trips	22
Distance	213 km
Average Rating	4.9

Trip History

✈ **Send Report**

Sustainability and Emissions Analytics

NEEDME.com enables you to track, analyze, and visualize fleet sustainability and emissions performance in real time. By comparing emissions from diesel, gasoline, and aviation fuel-powered internal combustion engine (ICE) equipment with electric and battery-powered alternatives, NEEDME.com helps organizations understand their carbon footprint. It provides actionable insights to support sustainability initiatives, such as evaluating the impact of replacing older ICE assets with cleaner, more efficient electric alternatives, and GPU versus APU fuel burn rates.

KEY BENEFITS

☁ Carbon Footprint Visibility

Gain a clear understanding of your fleet's CO_2 emissions and track progress towards sustainability goals.

📊 Informed Decision-Making

Use data-driven insights to plan asset replacement strategies and prioritize investments in electric and low-emission equipment.

✅ Compliance and Reporting

Generate detailed reports to meet regulatory sustainability requirements and corporate environmental commitments.

⟳ Operational Efficiency

Identify high-emission assets and optimse their usage to reduce fuel consumption and operational costs.

🍃 Sustainability Benchmarking

Compare emissions data across different asset types and operational locations to set realistic reduction targets and track improvements over time.

Emissions Reporting

📅 Last 30 Days

Diesel Vehicles (ICE)
🚚 10
⏲ 20,000 km
💨 6,000 kg CO₂

Petrol Vehicles (ICE)
🚗 20
⏲ 20,000 km
💨 2,540 kg CO₂

Electric Vehicles (EV)
⚡ 10
⏲ 10,000 km
🌿 1,270 kg CO₂ Saved

☑	Name	Icon	Asset ID	Year	Distance	CO₂ / km	Mileage Rate	Fuel Cost	CO₂ Emissions (kg)
☑	SUV1-ABC	🚗	SUV1-ABC-20	2020	2,300 km	4.48 g	$0.15 / km	$345.00	292.1 kg
☑	HV2-DEF	🚚	HV2-DEF-10	2010	3,500 km	5.17 g	$0.30 / km	$1,050.00	1,050.0 kg
☑	EV3-GHI	⚡	EV3-GHI-21	2021	1,200 km	-	$0.09 / km	$108.00	52.4 kg

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Menu sidebar: Map, Reporting, Workflows, Dashboard, Assets, Servicing, Customers, Forms, Files, Admin

API and Integrations with Other Systems

NEEDME.com can be integrated with other software applications such as your ERP system, GroundStar, and more.

KEY BENEFITS

⤭ Streamlined Operations

Technologies are most effective when different software applications talk to each other, enabling automations, reducing manual processes and streamlining how assets are looked after and used.

💬 Improved Communication

Automated follow-up and real-time updates keep all stakeholders informed and engaged.

👁 Operational Transparency

Tracking of all tasks provides a clear overview of operations, making it easy to identify areas for improvement.
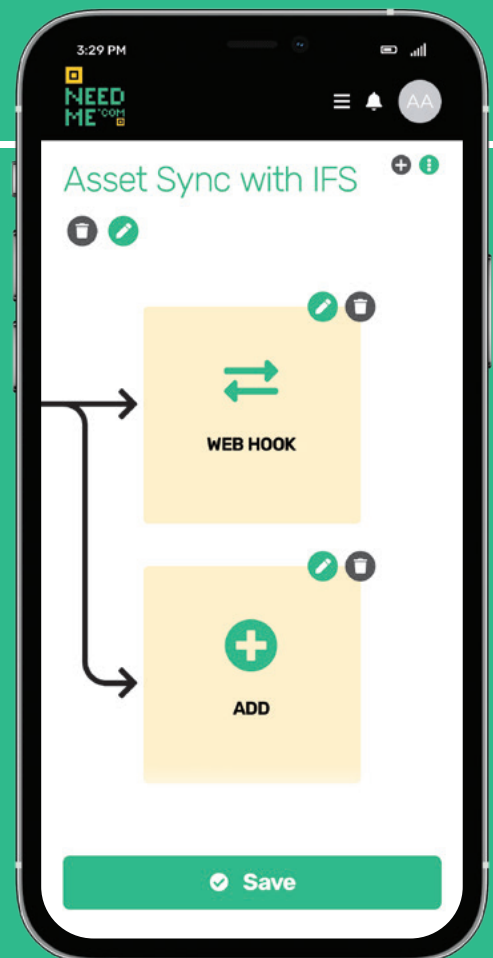
White-Label Platform

Why implement someone else's product or go to the expense and effort of building a bespoke connected operations platform when you can partner with NEEDME.com to deliver your own branded solution?

At NEEDME.com we understand the importance of brand identity. NEEDME can be seamlessly white-labelled to your logo, naming and brand specifications. Your colors, web domain or mobile application can be crafted to empower you to present the platform as uniquely yours. Connect with your customers, partners, suppliers and employees under your banner to create a digital services and operational workflow experience for your business.

Learn more about the advantages of partnering with NEEDME.com to realize your digital transformation vision.

ARTISTIC CONCEPTS - BRANDS ARE SHOWN FOR CREATIVE PURPOSES ONLY

About NEEDME.com
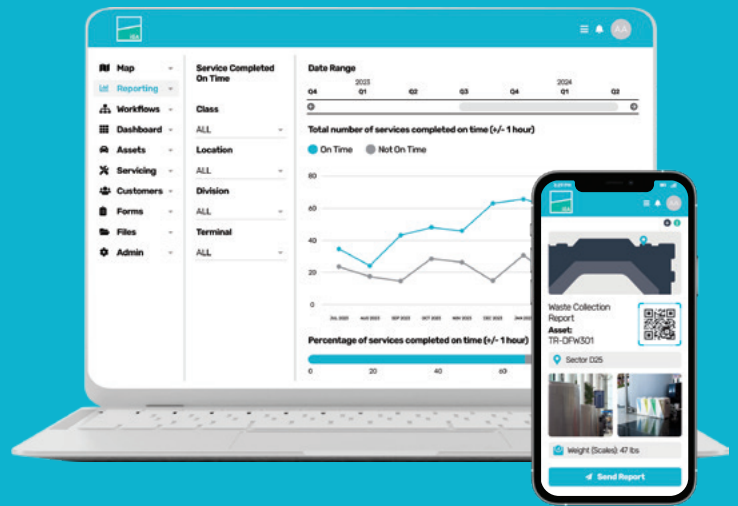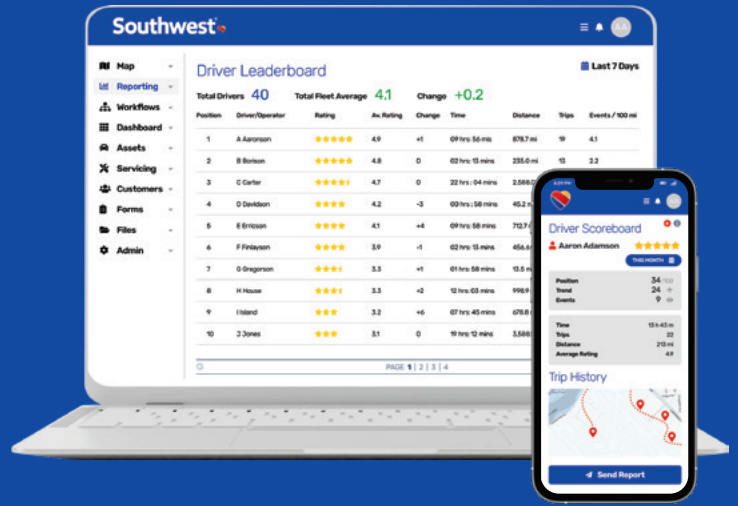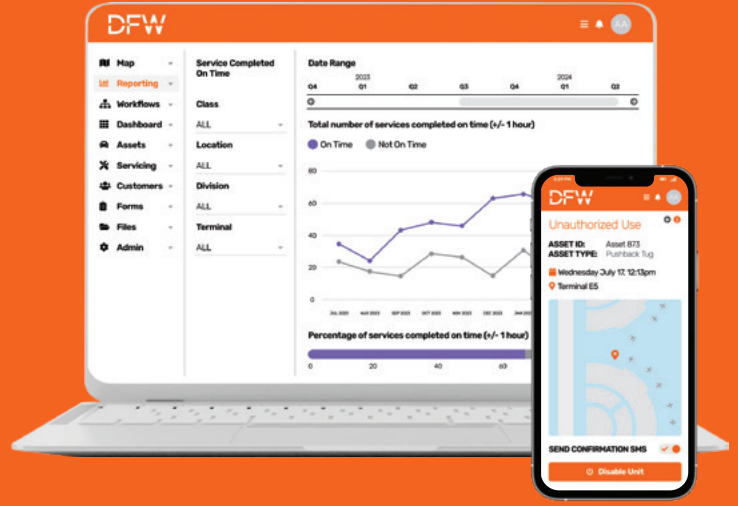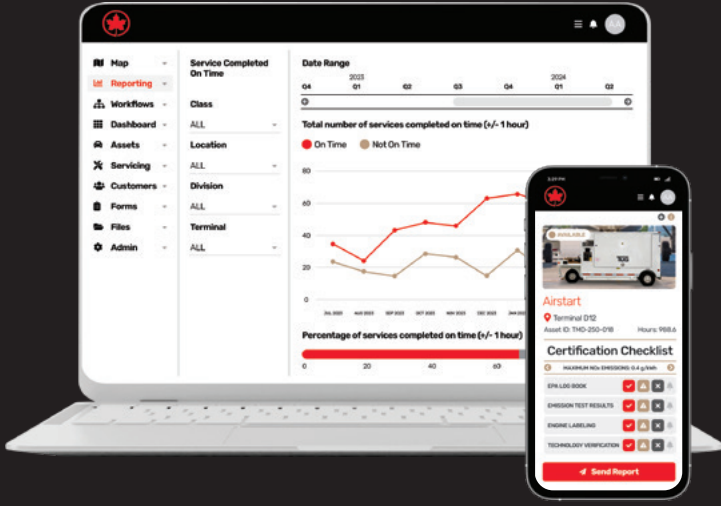
POWERED BY blackhawk

NEEDME.com is a platform as a service powered by Blackhawk.io. Blackhawk is a leading solutions provider of IoT and real-time digital transformation for remote and mobile assets, specializing in connected equipment, vehicle telematics, digital workflow and predictive maintenance technologies. Blackhawk empowers organizations to optimize asset utilization, streamline operations, and reduce costs through data-driven insights and business process automation.

We serve a diverse range of customers and partners spanning globally recognized brands, industries and locations. We build SaaS-based enterprise platforms used by businesses to optimize asset use, manage fleets, reduce costs and unlock new revenue streams.

We connect almost any type of equipment or assets: plant and machinery, vehicles, non-powered equipment, tools and infrastructure.

We transform the way our clients engage their staff, customers and assets, and enable our clients to achieve service and operational excellence, decrease costs and increase their revenue. We achieve these outcomes by combining our flexible, fully cloud-hosted SaaS platform with a hardware- and network-agnostic approach, supported by a range of third-party and OEM API integrations.

The NEEDME platform is flexible, customisable and supports a wide range of integrations. We can integrate with software applications used in the aviation industry such as INFORM's GroundStar suite, IFS and others. We source and integrate best-in-breed hardware devices from globally recognized manufacturers and use a wide range of networks spanning cellular, satellite, LPWAN, Bluetooth and Wi-Fi.

As Blackhawk.io we offer full consulting, project management, professional services, support and training to not only ensure successful platform implementation but ongoing, lasting value. This commitment to partnership with our clients includes delivering real-time data, customizable dashboards and BI reporting, workflow (our no-code business process automation engine), smart digital forms, pool booking and a wide range of other service and capability modules.

NEEDME.com features a comprehensive public API for customers to ingest data into their own systems. Our innovative platform is used by clients such as QANTAS, Air New Zealand, dnata, and Southwest Airlines . For more information and case studies, please visit our websites:

For more information and case studies, please visit our websites:
www.needme.com (platform website)
www.blackhawk.io (corporate services and consulting website)

Our Customers

Through our parent professional services business (Blackhawk.io) we are proud to be a trusted partner for clients in a wide range of industries. We serve our clients' asset management, IoT and telematics requirements with our innovative NEEDME.com platform and a variety of professional and consulting services to deliver turn-key solutions and support. Our clients include:

Why Partner with NEEDME.com

NEEDME.com is powered by Blackhawk.io. We understand that a Platform as a Service solution has two key parts; the platform (NEEDME.com) and the service (Blackhawk.io). Partnership is fundamental to our culture and approach. We are deeply committed to delivering exceptional solutions and outcomes, optimizing and evolving with you to ensure lasting value. We contribute deep aviation industry IoT experience and expertise to your asset management and operations, and strive to deliver superior ROI for the near and long-term future.

KEY BENEFITS

✈ Aviation Expertise

We have in-depth aviation expertise, serving a range of airlines and ground handlers, and spanning a wide range of powered and non-powered aviation asset types. We also invest significantly each year into broadening our capabilities, and are thus well-placed to deliver to any future requirements that you may have, including on other asset classes.

🤝 Partnership Approach

We do not deliver solely boxed product, rather we deliver comprehensive solutions configured and developed with a deep understanding of our clients' use cases. We will work closely together with you to scope and document your exact requirements during the initial planning stage, and then deliver a tailored solution to meet those requirements.

⊥ Implementation Experts

We can provide turnkey solutions spanning all components of a fleet telematics and IoT solution: hardware, connectivity, installations, platform, onboarding and rollout, and ongoing support. As an example, we implemented full turnkey telematics solutions for:

- Qantas, Australia's flag carrier on 5,000+ powered and non-powered across all major ports in Australia.

- Air NZ, we are delivering a comprehensive telematics solution to 5,000+ assets for Air New Zealand across 18 ports in Oceania.

🖥 Modern UI and Easy-to-use

Our website and mobile app are both very easy-to-use and intuitive. Our utilization reporting and pool booking module has consistently enabled clients to reduce their fleet size or optimize their fleet by moving vehicles to different locations.

🛡 Safe and Secure

Our cloud-hosted platform, website and mobile apps are fully maintained by Blackhawk with comprehensive health monitoring in place and robust cybersecurity. Our platform uptimes are industry-leading, and our business is ISO27001:2022 compliant.

Our Aviation, Airport and Ground Handling Expertise

QANTAS Flag Carrier of Australia

We have provided a full turnkey telematics for Qantas, Australia's flag carrier on 5,000+ powered and non-powered across 37 ports in Australia. Our solution for Qantas today spans:

- ✔ Motorized and non-motorized GSE
- ✔ Engineering assets e.g. aircraft jacks and tools
- ✔ Vans, trucks and buses
- ✔ Freight assets e.g. rolling stock/dollies and ULDs
- ✔ Terminal assets, e.g. wheelchairs

Please read a case study on our website: https://blackhawk.io/01590

As part of the full asset telematics rollout, Blackhawk provided to Qantas a turnkey solution spanning the following components:

- ✔ All hardware devices, accessories, bespoke wiring looms, mounting brackets and sundry
- ✔ SIMs in all devices, with network connectivity
- ✔ Worked with the Australian 0G network operator to install additional gateways at four airports
- ✔ A fully managed installation service, where Blackhawk staff and contractors carried out the installation of all devices, and then trained Qantas GSE staff for ongoing maintenance
- ✔ Fully white-labelled platform, in Qantas branding
- ✔ Custom development for Qantas' desired reporting suite
- ✔ Bespoke integrations
- ✔ Ongoing L2 and L3 support for their superusers

AIR NEW ZEALAND Flag Carrier of New Zealand

We are presently rolling out a comprehensive telematics solution to 5,000+ assets for Air New Zealand across 18 ports in Oceania. This solution is being implemented through Air New Zealand's equipment servicing and maintenance supplier, AB Equipment, who service and maintain all Air New Zealand assets.

Our rollout spans over 50 asset classes, both powered and non-powered, again covering GSE, engineering assets, freight assets, tooling, and terminal assets for example wheelchairs.

Please read the press release on our website, detailing the current rollout https://blackhawk.io/03139

Partner Portal and Self-Service Management Tools

We have extensive experience in the rollout, implementation and support of large-scale aviation IoT and telematics projects, and therefore we know what tools are important to deliver efficiency and visibility to you. The success of any asset telematics and IoT initiative relies on more than just the key features sought – the underlying support tools are equally important. Below are some of the unique and innovative software tools we provide clients like you as part of our platform services.

PARTNER PORTAL

We will provide access to our unique and innovative Partner Portal, which provides you with a comprehensive set of tools to manage the following:

- The white-label application itself. The Partner Portal contains tools to enable you to update at anytime the branding and colors, iconography, map settings, custom domains and email templates.
- All telematics hardware devices. The Partner Portal contains device health and uptime dashboards, troubleshooting tools, views to see all raw event data and hardware inventory management.
- All assets and asset subscriptions. The Partner Portal contains tools for managing any secondary read-only subscriptions given to other accounts or third parties.

- All Users and People on the platform. The Partner Portal contains features to enable impersonation of other logins for troubleshooting and support.
- Audit logs. The Partner Portal shows including every email notification, SMS, push notification and webhook sent by the NEEDME.com white-label platform.

INSTALL APP

The successful installation of the hardware devices is a hugely important component of the rollout and ongoing useability of the service. The hardware device captures the data that drives many of the platform features. At Blackhawk, we recognize the criticality of installation quality, and have developed an innovative Install App to digitize the testing, documentation and QA of each and every installation.

Our Install App delivers peace of mind to you that every wired hardware installation will be:

• Photographed and documented, and
• Tested, for example to ensure that each device can receive adequate GPS signal, read the battery voltage and read ignition on/off events.

Our Install App also provides simple-to-use tools for all installers to:

• View raw device data, to assist with the installations process,
• Map signals to the correct input on the harness,
• Easily upload photos.

During the implementation and rollout stages, we will also provide you with ongoing reports of installation progress. Post implementation, we will train your service technicians to maintain the hardware and installations going forward, and will also provide in-depth training on the usage of our Install App.

Summary Feature Table

The following table summarizes the platform features for each of the four available base SaaS options:

PLATFORM AND SAAS FEATURES	NEEDME.COM SMART ASSET MANAGEMENT	NON-MOTORIZED ASSET	MOTORIZED ASSET: LITE	MOTORIZED ASSET: PRO
Location Services				
Asset location on map and location history	✔	✔	✔	✔
Custom asset icon states and colors	✔	✔	✔	✔
Asset trip history or location reporting	✔	✔	✔	✔
Geofencing and geofence reports / workflows	✔	✔	✔	✔
Asset location update via smart digital forms, for deviceless assets	✔	✔	✔	✔
Smart Digital Forms				
Smart digital forms for breakdowns, pre-starts, service checksheets, and others	✔	✔	✔	✔
Smart digital forms workflows	✔	✔	✔	✔
Smart digital forms history	✔	✔	✔	✔
Asset file and document upload	✔	✔	✔	✔
Workflow - Business Process Automation Engine				
Unlimited workflows and webhooks	✔	✔	✔	✔
Asset Management and Utilization Reporting				
Digital asset register with custom fields based on your requirements	✔	✔	✔	✔
Remote asset disable / immobilization				✔
Aggregate utilization reporting, for rationalization & capex planning		✔		✔
Detailed daily utilization reporting, per asset		✔		✔
Idle reporting [1]				✔
Auto-report set-up		✔		✔
Driver Behavior				
Detailed daily utilization reporting, per asset				✔
Driver leaderboard and driver scoring, for driveable assets / vehicles				✔
Planned Maintenance Management				
Service scheduling – utilization and calendar-based	✔	✔	✔	✔
Service history management	✔	✔	✔	✔
Service reporting and workflows	✔	✔	✔	✔

PLATFORM AND SAAS FEATURES	NEEDME.COM SMART ASSET MANAGEMENT	NON-MOTORIZED ASSET	MOTORIZED ASSET: LITE	MOTORIZED ASSET: PRO
Unplanned Maintenance Management				
Digital breakdowns / defect reporting	✔	✔	✔	✔
Breakdowns / defect reporting and workflows	✔	✔	✔	✔
Admin				
Create, edit, delete clients and users	✔	✔	✔	✔
SSO	✔	✔	✔	✔
Role Groups	✔	✔	✔	✔
Blackhawk public API access	✔	✔	✔	✔
Other Application Management Tools and Capabilities				
Full white-label, website and mobile app, with white-label management suite	✔	✔	✔	✔
Asset subscription management	✔	✔	✔	✔
Telematics device management				
– Installed and uninstalled devices - view event history, sending commands and viewing command/action history	✔	✔	✔	✔
– Telematics device inventory management	✔	✔	✔	✔
Blackhawk Install App for easy self-management of telematics device installations	✔	✔	✔	✔
Audit and logging of systems notifications and workflow outputs	✔	✔	✔	✔

[1] Idle reporting requires operating signals for certain asset classes, and therefore requires additional installation time for those asset classes.

Summary Feature Table

The following table summarizes the platform features for the available add-on modules:

PLATFORM AND SAAS FEATURES – PER ADD-ON MODULE	
Access Control	
Assets / vehicles are immobilized by default until presentation of valid card	✔
Creation of Operator Groups, which can be associated with Asset Groups for easy permissions set-up	✔
Permitted IDs are whitelisted on the telematics device locally, resulting in an offline solution that is network blackspot resilient	✔
OPTIONAL: integration with HR software to automate the operator access permissions	✔
Speed Limiting Add-on	
Limit the speed of assets and vehicles to a pre-set speed limit, for example 10kph	✔
Carry out speed limiting in conjunction with geofencing	✔
Fuel Module	
Digitally monitor asset fuel levels	✔
Receive notifications when fuel levels for certain critical assets are low, so that they can be refuelled to prevent operational issues and support OTP	✔
Power BI Embedded advanced analytics reporting	
Custom SLA / KPI / insights reporting based on your desired use cases	✔
Pool Booking	
Comprehensive pool booking module including ability to book vehicles from both website and mobile app	✔
Wide range of automations including detection of no-shows, early returns, anonymization of vehicles, and lease fleet 'load balancing'	✔
Pool booking utilization report to enable pool fleet reduction, based on peak utilization	✔
Customizable pool booking emails	✔
OPTIONAL: Smart keybox for easy key management	✔

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