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Payload Asia magazine interviewed Hermes Chief Cargo Officer, Steve Montgomery, at the Air Cargo Handling Conference in Milan last month.

The article is part of an Information Technology supplement published in the October issue.

In it, Steve talks about how Hermes works to maintain its niche position and the next steps we are planning to take our products to mobile platforms in the very near future.

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They're not really the new kids on the block, but they are certainly the 'niche' ones. For UK-based Hermes neither big nor wide ranging are necessarily good. With a solitary niche focus on cargo ground handling with a slight expansion of that focus to cover cargo handling over entire airline hubs, Hermes has quietly built up a solid reputation for its quality products over the last dozen years.

Until former cargo executives, Hermes solutions were originally designed in-house for what was at the time, Messier World Cargo. Eventually commercialised and then spun off as an independent company, Hermes' solutions have now found favour in a range of customers around the globe.

Speaking to Payload Asia at the recent Air Cargo Handling conference in Milan, Steve Montgomery, chief cargo officer at Hermes said: Messier Aviation is still the largest of its customers, with 31 stations while other customers include PACTL in Shanghai, Turkish handler Celsa, Tall Duda in Australia and Inland Air, among others. More recently Hermes won a major victory over a handful of its much larger competitors to win a contract from Etihad Cargo for the Hermes air cargo management system to run their Abu Dhabi hub.

Montgomery says a key part of the company's success has been its focus on the core area of cargo handling. "We've kept our main expertise aimed at ground handling so we haven't spread it out. Specifically, we provide solutions to the big and small ground handlers of the world that really need more sophisticated types of solutions." This includes everything from PACTL at 1.5 million tonnes a year to a small Cuban operation at around 20000 tonnes per year.

He goes on to say that in the "last couple of years we've moved into airline hubs, as we've had a lot of interest from airlines. Initially we had to turn them away because typically airlines want the whole solution, they don't just want ground handling for their hub, they also want reservations, capacity control and all of that which a lot of our competitors already do," he notes.

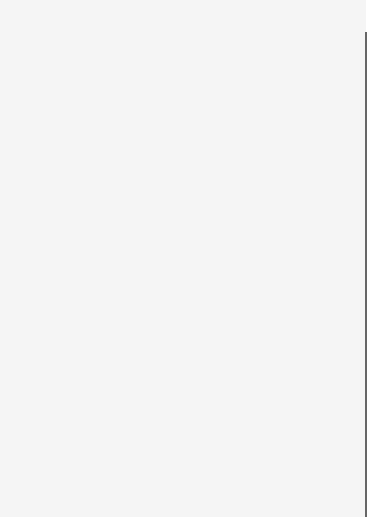
But there is a trend coming, he says, in which a lot of the airlines see their hubs as their heart and want the very best software system to run it. "Etihad came to us last year and we were up against all the competitors – they wanted a total airline system."

In the end, Etihad decided that Hermes would supply the hub software and then it would interface with the other systems. He says they don't want to spread into these other areas like reservations etc because, "we don't want to and we don't need to". Through investing, Hermes solutions can link to the other vendors' solutions for the other segments and also "there's no point because it's not our area of expertise and who should we compete with people who have been in those parts of the business for 20 years?"

The next step for the company is to increasingly move its products to mobile platforms like smartphones and tablets because "the systems is very rich with critical information for people to make decisions and we've always wanted to push that information to people and with smartphones using the way it is now, it's the perfect time," he said. ☺

Click to read the full article - ["Hermes prefers being the best in its niche"](#).

About HERMES Logistics Technologies



Cargo industry. With over 200 years of combined Air Cargo Handling experience, the HERMES Cargo Team have developed a robust, comprehensive & flexible solution, currently used by Airlines, Ground Handlers and Airports whose operations control cargo volumes from 10,000 to in excess of 1,500,000 metric tons per annum.

HERMES is installed in cargo terminals worldwide providing real-time Warehousing, IATA Cargo IMP messaging, Cargo 2000 regulatory compliancy and supports e-freight, as standard.

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