

## 1. Existing Systems

The following sections present the existing business capabilities supported by applications currently operating across airport locations, including critical airport sites connected through a dedicated Wide Area Network (WAN) infrastructure, with primary hub operations located in Karachi, Lahore, and Islamabad. These systems support a diverse range of airport management, aviation operations, regulatory oversight, passenger services, revenue management, finance, human resources, engineering, and administrative functions across the national airport network.

While some applications operate as centralized enterprise solutions, several systems have been developed independently to address specific operational requirements at individual airports or business units. As a result, the current application landscape contains varying levels of process standardization, data integration, and operational visibility.

The objective of the proposed ERP Transformation program is to establish a unified digital core that harmonizes these distributed and, in certain cases, siloed business functions into a single governed enterprise platform. The target solution should enable standardized processes, centralized master data governance, enterprise-wide reporting, real-time operational visibility, executive dashboards, and advanced analytics to support timely, informed, and data-driven decision-making across PAA.

The list of application is hereby provided for understanding.

| S.# | Applications                                                             | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 1   | <b><i>Budget Management &amp; Monitoring System (BMMS)</i></b>           | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports annual budget preparation and monitoring across organizational units and expenditure heads.</li> <li>• Enables allocation and review of budget provisions for planned spending and operational consumption.</li> <li>• Supports budget adjustments, journal voucher-driven updates, and financial governance over approved spending limits.</li> <li>• Provides a basis for management visibility over budget availability, consumption and variance monitoring.</li> </ul> <p><b>Potential business value:</b> The capability strengthens fiscal discipline, enables proactive expenditure control and supports transparent financial stewardship across airport and authority operations.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2   | <b><i>FIRMS - Flight Information &amp; Revenue Management System</i></b> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Serves as the primary aviation revenue management platform for capturing, calculating, and administering both aeronautical and non-aeronautical revenue streams generated across PAA operations.</li> <li>• Supports the calculation and billing of key aeronautical charges, including landing charges, overflying charges, route navigation charges, entry and exit fees, and distance-based charges linked to aircraft weight and operational parameters.</li> <li>• Manages airport operational service charges associated with aircraft parking, power supply, fueling support, maintenance services, and aviation security-related activities, ensuring accurate revenue capture and customer billing.</li> <li>• Enables the administration of non-aeronautical commercial revenues, including airport concessions, retail outlets, commercial counters, integrated with cargo operations, import/export services, and other airport business activities.</li> <li>• Integrated environment synchronizing and evaluating revenue details from other specialized systems to consolidate receivables and billings.</li> </ul> <p><b>Potential business value:</b> FIRMS plays a critical role in safeguarding both aeronautical and non-aeronautical revenue streams by ensuring accurate</p> |

| S.# | Applications                                                   | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|     |                                                                | charge calculation, billing, receivables management, and revenue monitoring across the airport network. The system provides operational and financial transparency, strengthens revenue assurance, supports regulatory and commercial charging models, and enables management with timely insights into airport, airline, and commercial service revenues. Its capabilities contribute directly to sustainable revenue generation, financial governance, and informed decision-making across PAA operations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3   | <b>CATI Helpdesk - Helpdesk Application for CATI Hyderabad</b> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Provides a centralized service desk platform for logging, tracking, and managing support requests raised by users across CATI operations.</li> <li>• Enables users to submit service tickets related to administrative, operational, technical, facilities, or support requirements through a structured request management process.</li> <li>• Facilitates assignment, escalation, monitoring, and resolution of service requests based on predefined workflows and responsibilities.</li> <li>• Maintains a complete history of requests, actions taken, status updates, response times, and resolution records to support service accountability and transparency.</li> <li>• Supports service-level monitoring by providing visibility into pending requests, turnaround times, bottlenecks, and resolution performance.</li> </ul> <p><b>Potential business value:</b> The system improves operational efficiency by establishing a structured mechanism for service request management, issue resolution, and user support. It enhances accountability, improves response times, increases visibility of support activities, and enables management to monitor service delivery performance through centralized tracking and reporting. In the future-state ERP environment, such capabilities can contribute to enterprise service management, workflow automation, and improved user experience across PAA operations.</p> |
| 4   | <b>Oracle Apex - Oracle Apex</b>                               | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Provides a platform environment for developing departmental or process-specific applications.</li> <li>• Supports rapid digitization of local workflows, forms, approvals and reporting use cases that may not be covered by core systems.</li> <li>• Enables business teams to address emerging operational needs through controlled application development.</li> </ul> <p><b>Potential business value:</b> The platform enables rapid development and deployment of specialized business applications while supporting continuous process innovation and digital transformation initiatives across PAA. To avoid application silos, duplicate data repositories, and inconsistent user experiences, the proposed ERP solution should provide a unified low-code/no-code development environment based on a "change once, deploy everywhere" principle, enabling the development and management of both web-based and desktop-oriented business applications from a single governed platform. The solution should support centralized application lifecycle management, common master data, standardized security controls, workflow orchestration, reporting, and auditability, ensuring that all future business applications operate as part of the enterprise digital core rather than as standalone systems. This approach</p>                                                                                              |

| S.# | Applications                                                                | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|     |                                                                             | will enhance agility, accelerate business innovation, reduce maintenance overhead, and establish a scalable foundation for future digital services across all airport locations and business functions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 5   | <b>RTL DBMS (BETA) - ATS Database Management System</b>                     | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Maintains air traffic controller ratings, duty roster information and duty location records.</li> <li>• Records hours consumed by resources and supports allowance calculation based on operational duty patterns.</li> <li>• Provides a basis for monthly allowance processing by integrating system with Payroll engine, resource deployment visibility, and operational workforce control.</li> <li>• Supports air traffic services by maintaining structured personnel qualifications and duty utilization information.</li> </ul> <p><b>Potential business value:</b> The capability supports safety-sensitive workforce governance by linking qualifications, rosters, duty hours and allowance processing in a controlled manner.</p> |
| 6   | <b>WAN NMS - Real time monitoring of nationwide connectivity</b>            | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports real-time monitoring of nationwide wide area network connectivity.</li> <li>• Provides operational teams with visibility over service availability, incidents, capacity utilization and infrastructure health.</li> <li>• Enables proactive response to technology disruptions affecting airport and authority operations.</li> </ul> <p><b>Potential business value:</b> The capability supports operational resilience by improving visibility of technology services that underpin airport regulatory and administrative processes.</p>                                                                                                                                                                                          |
| 7   | <b>LAN NMS - Real time monitoring of HQLAN connectivity</b>                 | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports real-time monitoring of head office local area network connectivity.</li> <li>• Provides operational teams with visibility over service availability, incidents, capacity utilization and infrastructure health.</li> <li>• Enables proactive response to technology disruptions affecting airport and authority operations.</li> </ul> <p><b>Potential business value:</b> The capability supports operational resilience by improving visibility of technology services that underpin airport regulatory and administrative processes.</p>                                                                                                                                                                                        |
| 8   | <b>Realize - Monitoring and capacity planning of infrastructure servers</b> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Provides centralized monitoring of virtual machine (VM) infrastructure and server resources supporting business-critical and operational applications across PAA.</li> <li>• Enables real-time visibility into server health, resource utilization, system availability, storage consumption, processing capacity, and overall virtual infrastructure performance.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                |

| S.# | Applications                                           | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|     |                                                        | <ul style="list-style-type: none"> <li>• Supports capacity planning activities by monitoring infrastructure growth trends, utilization patterns, and future resource requirements for hosted applications and services.</li> <li>• Assists IT operations teams in proactively identifying performance bottlenecks, resource constraints, and infrastructure-related issues before they impact business operations.</li> <li>• Supports infrastructure availability and service continuity for enterprise, airport, operational, financial, and regulatory applications hosted within the virtualized environment.</li> <li>• Provides operational insights required for infrastructure optimization, workload balancing, performance tuning, and effective utilization of computing resources.</li> </ul> <p><b>Potential business value:</b> The capability strengthens IT operational resilience by providing centralized visibility into the virtual infrastructure that supports airport operations, regulatory systems, enterprise applications, and digital services across PAA. Effective infrastructure monitoring and capacity management help improve system availability, optimize resource utilization, reduce downtime risks, and support informed investment planning for future technology growth.</p> <p>The proposed ERP ecosystem should provide monitoring hooks, health monitoring, integration monitoring, and operational dashboards that enable technology teams to maintain end-to-end visibility of application availability, system performance, and critical business services hosted across the enterprise landscape.</p> |
| 9   | <b><i>Retainer Payroll - Retainer Payroll</i></b>      | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports payroll processing for retainer, daily-wage or fixed-pay workforce categories.</li> <li>• Maintains compensation details where traditional grade or designation structures may not apply.</li> <li>• Supports payment calculation, employee-category control and workforce payment administration.</li> <li>• Integrated with centralized Payroll Engine</li> </ul> <p><b>Potential business value:</b> The capability enables controlled payment processing for non-regular workforce categories and supports compliance with approved employment arrangements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10  | <b><i>PPMS - Pension Payroll Management System</i></b> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports pension payroll processing for retired personnel and pension beneficiaries.</li> <li>• Maintains pension payment records and supports periodic pension disbursement activities.</li> <li>• Provides the basis for pension-related controls, verification, reporting and service continuity.</li> </ul> <p><b>Potential business value:</b> The capability supports timely pension disbursement, beneficiary service quality and financial control over pension obligations</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| S.# | Applications                                       | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 11  | <b>PAA Payroll</b>                                 | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports payroll processing for PAA employees, including salary calculation and payment-related administration.</li> <li>• Provides the current operational basis for employee compensation processing, deductions and payroll records.</li> <li>• Supports payroll governance, financial posting inputs and employee payment continuity.</li> </ul> <p><b>Potential business value:</b> The capability is critical for workforce payment accuracy, statutory compliance and continuity of HR-finance operations.</p>                                                                                                                                                                                                                                                                                                        |
| 12  | <b>Loan Cell</b>                                   | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports employee loan administration for PAA personnel, including loan calculation, disbursement tracking, and repayment management.</li> <li>• Provides the operational framework for managing employee loan deductions through payroll integration and maintaining loan-related financial records.</li> <li>• Integrates with the core Payroll System and Oracle EBS to support loan accounting, payroll deductions, financial postings, and employee account management.</li> <li>• Enables monitoring of outstanding loan balances, repayment schedules, recoveries, and related employee financial obligations.</li> </ul> <p><b>Potential business value:</b> The capability is critical for workforce payment accuracy, statutory compliance and continuity of HR-finance operations.</p>                            |
| 13  | <b>GP fund / (Provident Fund)</b>                  | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports Provident Fund (PF) and General Provident Fund (GP Fund) administration for PAA employees, including contribution calculations, fund accounting, and payment processing.</li> <li>• Provides the operational framework for managing employee and employer contributions, fund balances, and deductions.</li> <li>• Integrates with the core Payroll System and Oracle EBS to support payroll processing, financial postings, fund reconciliation, and statutory reporting requirements.</li> <li>• Enables tracking of employee fund accumulations, contribution history, withdrawals, settlements, and related financial transactions.</li> </ul> <p><b>Potential business value:</b> The capability is critical for workforce payment accuracy, statutory compliance and continuity of HR-finance operations.</p> |
| 14  | <b>Pensioner web Portal - Pensioner web Portal</b> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Provides pensioners with access to pension-related information through a self-service portal.</li> <li>• Enables pensioners to view pension details, salary slips or related payment information.</li> <li>• Reduces manual inquiries by making pension information accessible through a controlled digital channel.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| S.# | Applications                                             | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|     |                                                          | <b>Potential business value:</b> The capability improves service delivery for retired personnel and supports transparency in pension communication.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 15  | <b>Active Directory - Password Reset Portal</b>          | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports user identity, password and authentication-related services for domain or internet access.</li> <li>• Enables controlled access to internal systems and network resources based on authorized user credentials.</li> <li>• Helps reduce administrative effort by providing self-service or controlled identity-management capabilities.</li> </ul> <p><b>Potential business value:</b> The capability supports secure access management and reduces operational risk associated with unauthorized or unmanaged system access.</p> |
| 16  | <b>Active Directory - Password Change Portal</b>         | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports user identity, password and authentication-related services for domain or internet access.</li> <li>• Enables controlled access to internal systems and network resources based on authorized user credentials.</li> <li>• Helps reduce administrative effort by providing self-service or controlled identity-management capabilities.</li> </ul> <p><b>Potential business value:</b> The capability supports secure access management and reduces operational risk associated with unauthorized or unmanaged system access.</p> |
| 17  | <b>PAA Internet Login</b>                                | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports user identity, password and authentication-related services for domain or internet access.</li> <li>• Enables controlled access to internal systems and network resources based on authorized user credentials.</li> <li>• Helps reduce administrative effort by providing self-service or controlled identity-management capabilities.</li> </ul> <p><b>Potential business value:</b> The capability supports secure access management and reduces operational risk associated with unauthorized or unmanaged system access.</p> |
| 18  | <b>ADP Monitoring System - Engineering Services Date</b> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports monitoring of annual development plans, engineering initiatives and project execution progress.</li> <li>• Tracks project expenditure, implementation status, milestones and management-level progress indicators.</li> <li>• Provides visibility over capital and development initiatives that support airport infrastructure improvement and operational readiness.</li> </ul>                                                                                                                                                  |

| S.# | Applications                                                                                                        | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|     |                                                                                                                     | <p><b>Potential business value:</b> The capability strengthens project governance and enables leadership oversight of development programs, budgets and delivery milestones.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 19  | <p><b>ADP Monitoring System ES (Training purpose) - Engineering Services Date</b></p>                               | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Serves as a dedicated training, testing, and simulation environment for the ADP Monitoring System used by Engineering Services Directorate.</li> <li>• Provides a safe platform for user training, process familiarization, and hands-on learning without impacting live project data or operational reporting.</li> <li>• Enables validation of system enhancements, configuration changes, reporting requirements, and process scenarios before deployment to the production environment.</li> </ul> <p><b>Potential business value:</b> The capability supports organizational readiness, user adoption, and operational stability by providing a controlled environment for training, testing, and process validation. It enables Engineering Services teams to build user competency, validate enhancements, and mitigate risks associated with system changes before introducing them into live operations.</p>                                                        |
| 20  | <p><b>ADP Progress Dashboard - ADP Progress Dashboard (Planning &amp; Development)</b></p>                          | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports monitoring of annual development plans, engineering initiatives and project execution progress through multiple intelligent dashboards and KPIs.</li> <li>• Tracks project expenditure, implementation status, milestones and management-level progress indicators.</li> <li>• Provides visibility over capital and development initiatives that support airport infrastructure improvement and operational readiness.</li> </ul> <p><b>Potential business value:</b> The capability strengthens project governance and enables leadership oversight of development programs, budgets and delivery milestones.</p>                                                                                                                                                                                                                                                                                                                                                  |
| 21  | <p><b>Familiarization of ADP Monitoring software ES Directorate - ADP Monitoring software training material</b></p> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Serves as a centralized repository for training manuals, user guides, standard operating procedures (SOPs), reference documents, and instructional material related to the ADP Monitoring System utilized by the Engineering Services Directorate.</li> <li>• Provides structured access to PDF-based training content that assists employees in understanding project monitoring processes, system navigation, reporting procedures, and operational workflows.</li> </ul> <p><b>Potential business value:</b> The capability supports organizational learning, knowledge management, and user adoption by providing a centralized and controlled source of training and reference material. By ensuring consistent access to approved documentation and learning resources, it helps standardize business processes, reduce training effort, improve user proficiency, and accelerate adoption of project management and monitoring practices across the organization.</p> |

| S.# | Applications                                                      | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 22  | <b>Executive Information System and Project Management System</b> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports monitoring of annual development plans, engineering initiatives and project execution progress.</li> <li>• Tracks project expenditure, implementation status, milestones and management-level progress indicators.</li> <li>• Provides visibility over capital and development initiatives that support airport infrastructure improvement and operational readiness.</li> </ul> <p><b>Potential business value:</b> The capability strengthens project governance and enables leadership oversight of development programs, budgets and delivery milestones.</p>                                 |
| 23  | <b>Lost and Found - PAA Internal Access</b>                       | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports registration, tracking and resolution of passenger lost-and-found cases.</li> <li>• Maintains baggage or item-related complaint information, case status and airport/location references.</li> <li>• Improves passenger service handling by creating a structured case record for follow-up and closure.</li> </ul> <p><b>Potential business value:</b> The capability contributes to passenger experience, service responsiveness and accountability in airport service operations by providing customers with a quick service about lost baggage</p>                                            |
| 24  | <b>Lost and Found Passengers - Islamabad</b>                      | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports registration, tracking and resolution of passenger lost-and-found cases for Islamabad region.</li> <li>• Maintains baggage or item-related complaint information, case status and airport/location references.</li> <li>• Improves passenger service handling by creating a structured case record for follow-up and closure.</li> </ul> <p><b>Potential business value:</b> The capability contributes to passenger experience, service responsiveness and accountability in airport service operations by providing customers with a quick service about lost baggage at Islamabad Airport.</p> |
| 25  | <b>3MS - Medical Management and Monitoring System</b>             | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports employee medical consultation and panel doctor visit-slip generation.</li> <li>• Maintains in-patient and out-patient medical information and related billing records.</li> <li>• Provides visibility over medical entitlement utilization, claims processing and healthcare service administration.</li> </ul> <p><b>Potential business value:</b> The capability improves employee service delivery and enables stronger control over medical benefits, claims and healthcare costs.</p>                                                                                                        |

| S.# | Applications                                                                            | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 26  | <b><i>Airport Monitoring &amp; Evaluation System for Supreme Court</i></b>              | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports recording and monitoring of legal cases, court matters and decision status.</li> <li>• Tracks case stages such as open, pending, decided or completed cases.</li> <li>• Provides a structured repository for legal information needed for reporting, follow-up and management review.</li> </ul> <p><b>Potential business value:</b> The capability supports legal governance, reduces follow-up gaps and improves visibility of litigation and compliance-related obligations.</p>                                                                                                           |
| 27  | <b><i>LIMS - Legal Information Management System</i></b>                                | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports recording and monitoring of legal cases, court matters and decision status.</li> <li>• Tracks case stages such as open, pending, decided or completed matters.</li> <li>• Provides a structured repository for legal information needed for reporting, follow-up and management review.</li> <li>• Having records of all other legal matters relevant to court cases or government regulations.</li> </ul> <p><b>Potential business value:</b> The capability supports legal governance, reduces follow-up gaps and improves visibility of litigation and compliance-related obligations.</p> |
| 28  | <b><i>Feedback Mgt &amp; Monitoring System - PAA Pax Feedback/Suggestion System</i></b> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Captures passenger feedback, suggestions and service complaints across airport touchpoints.</li> <li>• Records issues such as trolley availability, air-conditioning, facilitation gaps or other service-quality concerns.</li> <li>• Supports monitoring, analysis and resolution of passenger experience matters across airports.</li> </ul> <p><b>Potential business value:</b> The capability supports PAA's service-quality agenda by converting passenger feedback into actionable operational improvement areas.</p>                                                                            |
| 29  | <b><i>PAA Document Portal - Pakistan Airport Authority Document Portal</i></b>          | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Provides a centralized repository for policies, guides, manuals, training material and operational documents.</li> <li>• Supports controlled access to approved reference material used by airport, regulatory or administrative teams.</li> <li>• Improves document availability, version visibility and institutional knowledge sharing.</li> </ul> <p><b>Potential business value:</b> The capability supports knowledge management, compliance readiness and consistent access to approved guidance documents.</p>                                                                                 |

| S.# | Applications                                                          | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 30  | <b>Online Minutes movements and approval system</b>                   | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports official correspondence, document circulation, approvals and institutional communication workflows.</li> <li>• Provides access to letters, guidance material, training documents and office updates through a controlled digital channel.</li> <li>• An ongoing transition is underway to migrate these capabilities to the Government of Pakistan's E-Office platform. However, certain locations and business units continue to utilize this system where E-Office adoption and process transformation have not yet been fully completed.</li> </ul> <p><b>Potential business value:</b> The capability improves administrative efficiency, correspondence traceability and governance over official communications. This will support a standardized and paperless operating model across all airport locations while ensuring consistent governance, compliance, and traceability of official communications and management decisions.</p> |
| 31  | <b>Aviation Service Providers Complaints System</b>                   | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Enables aviation service providers or vendors to register service-related complaints and issues.</li> <li>• Maintains complaint records, follow-up status and resolution information for stakeholder service management.</li> <li>• Supports accountability for non-passenger service interactions linked with airport operations.</li> </ul> <p><b>Potential business value:</b> The capability improves service-provider engagement, complaint traceability and operational issue resolution.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 32  | <b>TMMS - CATI Training Management &amp; Monitoring System (TMMS)</b> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports training administration for aviation and airport personnel, including course participation and training records.</li> <li>• Maintains learning outcomes such as marks, completion status and certificate generation.</li> <li>• Provides a structured record of capability development for operational, safety and professional training needs.</li> </ul> <p><b>Potential business value:</b> The capability supports workforce competency management, regulatory readiness and continuous development across aviation functions.</p>                                                                                                                                                                                                                                                                                                                                                                                                         |
| 33  | <b>AJSM - APS Janitorial Store Management &amp; Monitoring System</b> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports management of janitorial staff and local store inventory used for airport services.</li> <li>• Tracks stock received from main store and consumed at local stores for cleaning and facility-support operations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| S.# | Applications                                                                           | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|     |                                                                                        | <ul style="list-style-type: none"> <li>Provides visibility over service resources and consumables required to maintain terminal and airport facility standards.</li> </ul> <p><b>Potential business value:</b> The capability supports airport service quality, facility readiness and accountable use of operational consumables.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 34  | <b><i>Search and Rescue Library - Search and Rescue Information Sharing Portal</i></b> | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>Supports the management and tracking of Fire and Rescue Service activities conducted across airport facilities and operational locations.</li> <li>Maintains records of emergency response operations, firefighting activities, rescue interventions, and operational incident handling related to airport safety and emergency preparedness.</li> <li>Provides a structured mechanism for recording, tracking, and reviewing operational incidents, observations, lessons learned, and corrective actions arising from emergency events and safety exercises.</li> <li>Maintains historical records of drills, incidents, emergency responses, and related documentation for audit, compliance, reporting, and continuous improvement purposes</li> </ul> <p><b>Potential business value:</b> The capability strengthens airport emergency preparedness, operational safety, and regulatory compliance by providing a centralized platform for managing fire and rescue operations, emergency drills, and incident information.</p> <p>Within the future-state ERP and digital operations ecosystem, similar capabilities should support incident management, corrective action tracking, emergency preparedness monitoring, compliance reporting, training visibility, and operational risk management.</p> |
| 35  | <b><i>ACC SMS - ACC SMS Management Monitoring System (Area Control)</i></b>            | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>Supports bulk SMS communication for departmental or area-control-related notifications.</li> <li>Enables timely communication with employees or operational groups for alerts, instructions or coordination needs.</li> <li>Provides an internal notification channel for time-sensitive operational messaging.</li> </ul> <p><b>Potential business value:</b> The capability improves operational communication speed and supports coordinated response across distributed personnel.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 36  | <b><i>e-Billing - e-Billing (Aeronautical)</i></b>                                     | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>Supports periodic generation and communication of aeronautical bills to airlines and customers.</li> <li>Provides airlines with access to billing documents and statements through a controlled digital channel.</li> <li>Improves billing transparency, customer self-service and receivables follow-up.</li> <li>Airlines can login to the portal and download bills relevant to them.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| S.# | Applications                                                                                                                                                                                                                                                                                                                                               | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                                                                                                                                                                                                                                                                                                                                            | <b>Potential business value:</b> The capability strengthens revenue realization by improving billing issuance, airline access and collection follow-up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 37  | <b>Bank Integrations</b>                                                                                                                                                                                                                                                                                                                                   | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Supports banking channels used for billing collections and payments.</li> <li>• Provides a basis for payment receipt visibility, reconciliation and collection monitoring through participating banks.</li> <li>• Assists finance teams in aligning bank collections with customer accounts and receivable balances.</li> </ul> <p><b>Potential business value:</b> The capability strengthens collections governance, reduces reconciliation effort and improves cash application visibility.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 38  | <b>Integration with PSW (Pakistan Single Window)</b>                                                                                                                                                                                                                                                                                                       | <p><b>Current functional usage and value contribution:</b></p> <ul style="list-style-type: none"> <li>• Proposed ERP system should be supporting integration with Pakistan Single Window (PSW), the national digital trade facilitation platform that serves as a single-entry point for import, export, and transit-related regulatory processes and documentation.</li> <li>• Facilitates electronic exchange of information related to cargo movements, import/export activities, trade transactions, and associated regulatory requirements between airport operations and external trade stakeholders.</li> </ul> <p><b>Potential business value:</b> The capability strengthens integration between airport cargo operations and Pakistan's national trade facilitation framework by enabling seamless information exchange with customs, regulatory agencies, commercial banks, logistics providers, freight forwarders, and other trade participants. By supporting electronic processing, standardized data exchange, and paperless transaction management, it helps improve cargo visibility, reduce processing times, enhance regulatory compliance, and support more efficient import and export operations.</p>                                                                        |
| 39  | <p><b>SQMS DTE Safety Applications:</b></p> <ul style="list-style-type: none"> <li>• <b>Safety and Audit Management</b></li> <li>• <b>Safety Assessment</b></li> <li>• <b>Safety Inspections</b></li> <li>• <b>Safety Review</b></li> <li>• <b>Safety Investigation</b></li> <li>• <b>Birds Hit</b></li> <li>• <b>Voluntary Hazard Incident</b></li> </ul> | <p><b>Current Functional Usage and Value Contribution:</b></p> <p>The proposed ERP system should support integration and information exchange with aviation safety management platforms used for monitoring, reporting, assessment, investigation, and regulatory compliance of airport and airside safety operations.</p> <p>Existing safety compliance systems are used to:</p> <ul style="list-style-type: none"> <li>• Record and monitor aircraft arrivals and departures for safety analysis purposes.</li> <li>• Capture and investigate bird strike incidents, laser illumination events, runway incursions, airside violations, and other operational safety occurrences.</li> <li>• Maintain Safety Performance Indicators (SPIs) and safety metrics required by national and international aviation authorities.</li> <li>• Manage safety audits through the Safety Audit Management System (SAMS), including audit planning, findings, corrective actions, and compliance tracking for airport operators and airlines.</li> <li>• Conduct risk and safety assessments through the Safety Assessment System, including evaluation of aerodrome operations, airspace procedures, navigational aids, communication systems, runway availability, and other operational hazards.</li> </ul> |

| S.# | Applications | Functionalities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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|     |              | <ul style="list-style-type: none"> <li>Facilitate incident and hazard reporting through the Voluntary Hazard Incident Reporting System, allowing airport personnel and stakeholders to report safety concerns that can be evaluated through formal risk assessment processes.</li> <li>Monitor equipment-related incidents and serviceability through the Incident Occurrence &amp; Unserviceability (IOU) System, including tracking equipment failures, availability of replacement equipment, maintenance status, and warehouse inventory support.</li> <li>Support safety investigations, root cause analysis, risk mitigation planning, corrective actions, trend analysis, and continuous safety improvement initiatives.</li> </ul> <p><b>Potential Business Value:</b></p> <p>The capability strengthens the airport's Safety Management System (SMS) by providing a centralized platform for safety reporting, compliance management, risk assessment, incident investigation, and performance monitoring. Integration with safety systems enables real-time visibility of safety events, improves regulatory compliance, facilitates corrective and preventive actions, enhances operational risk management, and supports adherence to ICAO and national aviation safety standards. By consolidating safety information across airport operations, airlines, engineering, and regulatory functions, the organization can improve safety culture, reduce operational risks, accelerate incident resolution, and support data-driven decision-making for continuous improvement in aviation safety performance.</p> |