



## Arthur Agossou

**Marcelle Nethersole**  
*speaks to TCR's  
remarketing sales  
manager for Africa.*

### 1 Tell me a little about TCR.

We are celebrating our 20th year of operations.

Based at Zaventem, Brussels' airport in Belgium, we provide solutions for ground-support equipment (GSE) and we are now present in 150 airports worldwide.

We own and manage a fleet of 33,000 units of motorised and non-motorised GSE, maintained in our own workshops by specialised technicians. We work with renowned manufacturers to answer ground-handlers', airlines' and airports' specific needs.

We offer a full-service rental, which is an all-in solution with repair and maintenance and fleet management. Telematics and GSE consultancy are also part of our expertise too.

Once the rental period is over, our GSE, which has been maintained as per manufacturer recommendations, is made available for the second-hand market worldwide.

### 2 Is second-hand GSE best for Africa?

Africa is an important region for us and we have delivered GSE to most of the African countries.

In fact, a quarter of African countries have received TCR equipment over the last two years.

I wouldn't say that second-hand GSE is best for Africa, but it is definitely one of the options to be considered.

It all depends on the ground-handler's needs. Questions such as is the company starting operations in a new station; is it in need of back-up equipment; how intensive will be the use of the equipment; what are the company's financial means? These are some of the things I need to have answered to identify and propose the most appropriate solution that will 100% fit my customer's operational needs, while respecting possible financial and timing constraints.

TCR offers second-hand services worldwide, not only to Africa. We sell our own GSE equipment and we can, therefore, offer not only the best prices but also guarantee a complete traceability of the equipment, including full maintenance history.

### 3 What can be the challenges of providing for the African market?

Initially, major challenges resulted from distance away from our customers, using different languages, transport complexity, and after-sales support. We do not see these as challenges any more as TCR has a strong knowledge in transport and a multicultural team, assisted by reliable suppliers to deliver GSE worldwide safely and on time.

Also, our 'flying GSE doctors' (selected GSE technicians) are able to support and share their technical expertise on-site with our customers at any time. Our dedicated spare-parts' unit ensures parts availability at all times.

### 4 Can you tell me about your projects in Africa?

Africa represents about 15% of the total second-hand sales market and we intend to double that by next year. We all know that PAX and cargo traffic is still growing at a fast rate there, meaning demand for additional airport infrastructure and equipment will increase. TCR is definitely willing to play an active role in this.

Currently, we are supporting the start-up of a new handler at a west African airport by delivering refurbished GSE, plus we are working on a large expansion of an airline GSE fleet in north Africa to manage increasing PAX traffic.

### 5 What makes TCR such a success story?

The experience of a trend-setter, which is always evolving; ethical and environmental strong company values; dynamic and passionate professionals aiming at long-lasting and trust-based business relations.

In fact, TCR developed the idea of GSE rental 20 years ago, when it was not even an option. As a trend-setter, we know how essential it is to innovate and evolve with technologies to keep our expertise at the top, to best serve and advise customers.

## 6

### What does a typical day hold for you?

I follow-up ongoing projects or new requests, send offers, and guide customers throughout our workshops, where they can inspect the available GSE, see the status of the equipment undergoing refurbishment, or getting ready to be sent.

I travel a lot to events and organise visits to meet with my customers and prospects. Shaking hands and face-to-face contact is very important for me.

I feel tremendously lucky to have the opportunity to travel and meet with many different people throughout Africa.