



## IT Support Services for Airports

- **World class IT Support Services designed specifically for airports**
- **IT experts specialising in the precise requirements of the world's largest and busiest airports**
- **Operating within notoriously stringent Service Level Agreements (SLAs)**
- **Applying ITIL best practice and process requirements**
- **Supporting every component in your airport's network**
  - PCs, Macs & mobile devices
  - Networks & system administration
  - Self-service & APC kiosks, check-in desks & boarding gates
  - Flight information display systems (FIDS) and more

# IT Support Services Specifically for Airports

Our experts help the world's largest and busiest airports to manage their IT, safeguard their reputation & protect their revenue. Our complete IT Support Service includes:

- **Server Management:** From simple monitoring and configuration changes to testing readiness and recovery from crashes, hardware failure and other major problems
- **Network Management:** On-site administration, incident management and third party management keeps your network running at peak performance
- **Application Management:** We ensure that your airport has the well designed, cost effective applications required to meet your desired business outcomes, as well as the technical resources you need to maintain them
- **Data Security:** We safeguard your data so that you can deliver the secure service required of airports internationally
- **Capacity Management:** We make sure that your IT infrastructure has the capacity required to meet the demands of your business

- **Continuity Management:** We build the necessary resources, capabilities, escalations and processes into your IT Support Service so that you can maintain your services even in the event of a catastrophic failure
- **Financial Management:** We can help you to generate greater returns on investment through improved financial control and tighter operational control
- **Availability Management:** We ensure the ongoing availability of service, whether through capacity management, supplier management or service design changes
- **Change Management:** Initiated by an RFC (Request for Change), our change management processes manage all changes to your service
- **Deployment Management:** We carry out deployment management in accordance with ITIL guidance to ensure the most effective release of changes to your IT systems
- **System Administration:** We can undertake all system administration tasks, from simple access control to the rollout of an entirely new platform or operating system

## A History of Success

We already successfully deliver IT Support Services at some of the largest and busiest airports in the world, and we have done for many years. This includes **London Heathrow (LHR)**, **JFK**, **San Francisco International (SFO)**, **Amsterdam Airport Schiphol (AMS)**, **Manchester (MAN)** and **Minneapolis–Saint Paul International (MSP)**.

## Not just IT Support Services

ServiceTec also helps airports to manage their IT, safeguard their reputation and protect their revenue via:

- **24/7 Service Desk**
- **IT Project Management**
- **IT Asset Management Systems**
- **CyberSecurity Services**
- **Staff Augmentation**

## Contact us today to find out more

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### Offices Worldwide

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**ServiceTec**  
World Class Support for IT Systems at Airports