



## IT Support Services for Airports

- **World class IT Support Services designed specifically for airports**
- **IT experts specializing 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

### North America Office

**ServiceTec International Inc.**  
12007 Sunrise Valley Drive  
#355  
Reston, VA 20191  
USA

**t** +1 703 259 4000  
**f** +1 703 259 4001  
**e** [info@servicetec.com](mailto:info@servicetec.com)  
**w** [www.servicetec.com](http://www.servicetec.com)

### EMEA Head Office

**ServiceTec Airport Services International Ltd**  
The Spirella Building  
Letchworth Garden City  
Hertfordshire  
SG6 4ET  
UK

**t** +44 (0) 1462 476200  
**f** +44 (0) 1462 476210  
**e** [info@servicetec.com](mailto:info@servicetec.com)  
**w** [www.servicetec.com](http://www.servicetec.com)

### Offices Worldwide

**Canada Office:** SASI Airport Services Ltd, Brampton, Ontario

**Asia Office:** ServiceTec Airport Services International, Tokyo

### The Netherlands Office:

ServiceTec Airport Operations Netherlands BV, Schiphol

**Germany Office:** ServiceTec Airport Operations Germany GmbH, München

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