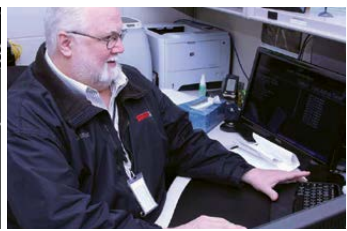


# ServiceTec

World Class Support for IT Systems at Airports



## Service Desk for Airports

Outsource your IT Support Service Desk to reduce your airport's risk, minimize costs and protect your reputation and revenue:

- An ITIL conformant IT Service Desk developed specifically for airports and airlines
- Highly qualified team of IT analysts providing a single point of contact, 24 hours each day, 365 days per year
- Scalable to suit an airport's precise requirements
- Outsourcing to an airport IT specialist solves the issues & removes the risks of running your own ITIL service desk
- Already successfully handling well over 100,000 airport IT service issues each year
- Managing all aspects of a service issue from receipt through escalation, stakeholder communication and supplier management to service restoration

# IT Service Desk for Airports

Our Service Desk teams help the world's largest and busiest airports to support their IT Systems, safeguard their reputation & protect their revenue:

- **ITIL Conformant:** A fully ITIL conformant IT Service Desk developed specifically for airports and airlines
- **Proven:** Each year our specialist Service Desk teams successfully manage well over 100,000 airport IT service issues for a number of the world's largest and busiest airports
- **Removes Risks & Issues:** Solves many of the issues and removes most of the risks faced by airports when running their own ITIL service desk, whether in house or outsourcing to a company that doesn't specialize in the airport sector
- **Lowers Cost:** No need to provide the infrastructure required to run the operation e.g. office space, equipment and utilities

- **Delegates Problems:** Outsources the responsibility for recruitment, staff retention, training and resource management, along with their associated difficulties and costs
- **Comprehensive:** From receipt through escalation, stakeholder communication and supplier management to service restoration
- **Available:** 24 hours a day, 365 days per year and entirely scalable to suit your airport's precise requirements.
- **Straightforward:** With a single point of contact for the user we manage all types of IT service issues quickly, professionally and cost effectively - ensuring service is restored with the utmost efficiency

## A History of Success

With years of experience specializing specifically in airport IT ServiceTec continues to successfully deliver its Service Desk services to many of the world's busiest airports including **London Heathrow (LHR)**, **Manchester (MAN)**, **Amsterdam Airport Schiphol (AMS)** and **Nashville International (BNA)**.

## More than just a Service Desk

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

- **IT Support Services**
- **IT Project Management**
- **IT Asset Management Systems**
- **CyberSecurity Services**
- **Staff Augmentation**

## Contact us today to find out more

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**ServiceTec**  
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