



**The world's leading independent provider of managed IT services specifically for airports and airlines.**

# Company Overview



## The Partner of Choice for the World's Largest and Busiest Airports

When it comes to keeping airport and airline systems running 24 hours a day, 7 days a week, ServiceTec is the partner of choice for the world's largest and busiest airports. Since 1989, we have been providing airports and airlines of all sizes with comprehensive, customized and critical managed IT services. Today, with in excess of 2 million hours experience, we support well over 50,000 system devices and 1,000 self-service devices to some of the world's most stringent SLAs.

Operating globally from bases in North America, Europe and the Far East, we have an unrivalled reputation in managing, supporting and maintaining difficult and sensitive airport and airline systems faster and more efficiently than any other

service provider. With a proven track-record in managing and maintaining critical IT systems and infrastructures, we have the breadth of knowledge and the depth of expertise to deliver the tailored IT management, maintenance and support services that your organization demands.

From system maintenance and support, on-site and remote service desks, system configuration and management to IT project management and the design, development and implementation of entire systems and solutions, our unrivalled portfolio of managed IT service capabilities extends across the entire airport IT infrastructure.

## Extensive Service Offerings, Unrivalled Relationships and a Unique Knowledge of the Issues

Our exclusive focus on the airport and airline industries means that we are continually developing, honing and enhancing our comprehensive range of services in line with the ever growing and constantly changing demands of our worldwide clients. Today, in addition to Managed IT Services, our extensive service portfolio includes:

- Project Services
- Product Services
- Asset Management
- IT Infrastructure Services
- IMAC and Disposal Services
- Service Desk

With a worldwide team of highly trained and certified consultants, developers, technicians, project managers and project directors, unrivalled relationships with the world's leading specialist hardware, system and device manufacturers (including ARINC, SITA, Ultra, Privium and Sagem), ITIL accreditation and an in-depth knowledge of the specific and unique issues faced by airports and airlines throughout the world, when it comes to your entire IT infrastructure, ServiceTec is your partner of choice.



## Streamlining Airport Asset Management, Service Desk and Service Management

**ServiceTec Asset Management:** the de facto asset management solution for airport and airline facilities, finance and maintenance management teams.

**SAMSS:** an uncomplicated, flexible and cost-effective ITIL® V3-compatible IT service desk and service management solution.

## About ServiceTec

In the fast paced airport environment, airport authorities, airlines, handling agents, freight forwarders, government authorities and other airport tenants must ensure that their Information Technology systems are running 24 hours a day, seven days a week. Since 1989, ServiceTec has developed and refined the expertise to support business and mission critical systems in airports of all sizes and passenger traffic demands. With over 2 million hours experience, ServiceTec continues to set the standards against which other support companies are measured.

## Unrivalled Experience in Supporting Specialist Airport and Airline Systems

- Managed Services
- Network Management
- Passenger Check-in and Boarding
- Passenger Self-service
- Security Access
- Security Monitoring
- Passenger Wayfinding
- Parking Garages
- Baggage Tracking

Delivering the full range of managed IT services, ServiceTec supports well in excess of 50,000 system devices and some 1,000 self-service devices at the world's busiest airports. Operating from bases in North America, Europe and the Far East, ServiceTec currently supports systems at San Francisco, Minneapolis-St. Paul, Nashville, JFK, Oakland, Heathrow, Schiphol, Manchester, Berlin Brandenburg and Munich.

### 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  
**w** www.servicetec.com

### Canadian Office

**SASI Airport Services Ltd**  
2880 Queen Street East  
Suite 4-233  
Brampton, Ontario  
L6S6H4  
Canada

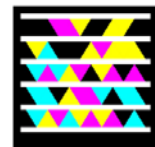
**t** +1 703 259 4000  
**f** +1 703 259 4001  
**e** info@servicetec.com  
**w** www.servicetec.com

### 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  
**w** www.servicetec.com

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