Ensuring that no opportunity is missed to improve on what is already a very high standard of service.

Continual Service Improvement

ServiceTec
Global Managed IT Services for Airport and Airline Systems

Increased Efficiencies and Effectiveness

ServiceTec is a dedicated adopter of the ITIL® V3 best practice framework for all elements of IT service management. As such we utilize ITIL V3 guidance in our strategy for Continual Service Improvement (CSI).

Our CSI strategy is driven by the desire to deliver services that capture every opportunity for increased efficiency, maximized positive effect and optimized associated costs. Our approach is to deliver an agreed service with the utmost effectiveness, efficiency and at the right cost.

ITIL states that there are many ways to affect CSI throughout the entire service lifecycle. We employ this ethos from the initial response, through a Request for Information, to the retirement of the service, with every element being reviewed to ensure that no opportunity is missed to improve on the already very high standard of managed services that we deliver to our customers.

Although initial requirements and objectives may appear similar, we know that each customer is unique. With a track record dating back to 1989, we continue to build upon the wealth of experience that enables us to continuously enhance and improve our service delivery. Not only do our existing customers benefit from the improvements, new customers receive this new level of service as standard.

The Tools of the Trade

ITIL advocates that CSI is an adaptive framework to facilitate the outcomes that customers (and their customers) want, so we use only the most suitable processes in our drive towards CSI, the seven step improvement process to identify and instigate corrective actions, and the Deming Cycle (also known as the PDCA - Plan, Do, Check, Act - cycle), for the control of maturity, quality and consolidation.

Continual Service Improvement is responsible for managing improvement to IT Service Management Processes and IT Services. The Performance of the IT Service Provider is continually measured and improvements are made to Processes. IT Services and IT Infrastructure in order to increase efficiency, effectiveness, and cost effectiveness.

Continual Service Improvement (ITIL V3)

The Objectives

❯ Review and analysis of SLA achievements and results.

❯ Review, analysis and recommendation of changes to service throughout the complete service lifecycle where service improvement opportunities are identified.

❯ Implementation of individual activities and responsibilities that support improvements in the quality, efficiency and effectiveness of services.

❯ Improved cost effectiveness of services without negative impact on customer satisfaction.

❯ Regular scrutiny and review of current services and processes to drive Continual Service Improvement.

❯ Best use of quality management to enable and support Continual Service Improvement

The Value

The values of the ServiceTec Continual Service Improvement strategy to your business include a constant drive toward Service Improvement without negative impact on existing services or associated cost, early recognition or notification of any weakness or vulnerability of a service, and feedback on service improvement opportunities.

No organization can deliver CSI without the right people and good lines of communication. The quality of the individuals and their constant search for new and effective ways to deliver a service, combined with pride in sharing this potential, sets ServiceTec apart from other Managed IT Service providers.

Our product is our people and we have the best expertise in the industry. ServiceTec people are technically astute and customer-focused problem-solvers who pay attention to details and deliver quality services: they care about doing the very best job they can.

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.

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, New York, 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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