The partner of choice for specialized, independent and expert kiosk maintenance and support.

Kiosks

ServiceTec
Global Managed IT Services for Airport and Airline Systems

At the Forefront of Kiosk Maintenance and Support

In the mid 1990s, ServiceTec was selected by Schiphol International Airport to provide implementation and support services for the world's first CUSS kiosks. The task of integrating these kiosks across the airport's systems was challenging - and to ensure that this was achieved within the required timescales, ServiceTec worked closely with the airport and airline project managers. Throughout the planning and integration phase of the rollout, ServiceTec's responsibilities also included monitoring, administration and distribution of the infrastructure software.

Since then, ServiceTec has become the partner of choice for airports of all sizes looking for specialized, independent and expert support for a wide range of kiosks. Today, ServiceTec remains at the forefront of kiosk maintenance and support.

To further enhance these and other airport mission-critical IT systems and infrastructures, in 2010 ServiceTec introduced SAMSS (ServiceTec's Airport Managed Service Solution) - an uncomplicated, flexible and cost-effective IT service management solution that meets the service desk and service management requirements of airlines and airports of all sizes.

The dedicated SAMSS Service Desk, manned by analysts highly qualified and experienced in airport and airline service management, currently supports Schiphol International, Heathrow and Munich, delivering end-to-end Incident and problem management of Common Use and Transfer Kiosk services.

ServiceTec's in-depth knowledge of Airport Self-service Kiosks and Common Use Systems includes:

> ARINC Common Use
> ARINC vMUSE
> ARINC iMUSE
> IBM Cuss
> IER Self Serve
> KLM Flight Transfer
> SAS Self Serve
> SITA Airport Connect
> SITA Cute
> Ultra CUSE

Minneapolis-St. Paul International Airport

ServiceTec first began providing comprehensive level 1, 2 and 3 support of servers and network management on a range of systems at Minneapolis-St. Paul International Airport in 2001, including INFAX FIDS monitors, Videcom SEATS and IBM CUSS Kiosks, which have since been upgraded to an ULTRA CUSE system.

In April of 2005, the Metropolitan Airports Commission (MAC) contracted with ServiceTec to provide a Network Analyst to supplement their in-house support of the Humphrey Terminal common-use environment, including the SITA CUTE system. The contract was subsequently expanded to include a Network Administrator certified on the SITA CUTE/NT Plus network and INFAX FIDS systems.

In January 2007, installation of the new Ultra CUSE was started. At the request of MSP, ServiceTec was asked to manage the new multi-million dollar Ultra project. The team at MSP, in cooperation with Ultra-AS, designed the new networks for Ultra CUSE and AODB/MUFIDS and subsequently specified all of the hardware and servers to be used on the new Ultra systems. In addition to the Ultra CUSE and AODB/MUFIDS networks, ServiceTec continues to support the IBM Wireless Kiosks found in the Humphrey Terminal and the Ultra SEATS LDCS. The MSP team is capable of training others to use either the Ultra HCI Client Suite or Ultra SEATS software and has done so on numerous occasions.

Manchester International Airport

The Manchester Airports Group PLC (MAG) is the largest UK-owned airport group and is made up of four airports - Manchester, East Midlands, Humberside and Bournemouth. Manchester Airport is the international gateway for the North of England and the UK's largest regional airport, handling 22 million passengers a year.

The partnership with Manchester Airport started in 1995 and has continued to develop through the years with support of Common

Use and Passenger Processing systems for ARINC. As a result of customer-focused support services, ServiceTec now supports more than 2,400 devices. ServiceTec also provides IT desktop support services for airlines and specialized systems support for ground handlers. Additional services, including training for airport staff, support of information kiosks and image capture systems has also been provided direct to the airport.

Toronto Pearson International Airport

ServiceTec supported and maintained 92 ARINC/IBM CUSS Kiosks for Greater Toronto Airport Authority (GTAA) for 5 years. Sixty of these kiosks were in Terminal 1, thirty in Terminal 3, and the remaining two were in the pre-production testing facility.

As part of the CUSS Kiosk installation service, in 2007, ServiceTec completed the initial UPS installation on all kiosks prior to their release into the production environment. In 2008, ServiceTec installed 8 Vidtronix bag tag printers on 8 CUSS Kiosks in Terminal

1 as part of an Air Canada Self-Serve Bag Tag pilot. The pilot was successful and Air Canada moved forward with full bag tag self-service operations.

In 2010, ServiceTec installed 30 Zebra bag tag printers on 30 CUSS Kiosks in Terminal 3 as part of WestJet Airlines self-serve bag tag initiative. In addition to frequent walk-throughs, visually inspecting kiosks, ServiceTec used the SAMSS Kiosk Manager tool to identify incidents and initiate incident tickets to resolve issues.

Schiphol International Airport

Schiphol Airport is one of the Europe's fastest growing airports, often seen as a front-runner in the implementation of new technologies and services. Back in 1996 ServiceTec became the prime support contractor for SITA CUTE system maintenance at Schiphol – a contract that has been in ServiceTec's tenure ever since. One of the key elements in ServiceTec's delivery is the integrated call handling system, which streamlines communications between the SITA helpdesk and provides a check on the response times of the ServiceTec team.

ServiceTec's support at Schiphol has extended since 1996 to include the implementation of the world's first CUSS kiosks. The task of integrating these kiosks across the airport's systems was challenging -and to ensure that this was achieved within the required timescales, ServiceTec worked closely with the airport and airline project managers. Throughout the planning and integration phase of the rollout, ServiceTec's responsibilities also included monitoring, administration and distribution of the infrastructure software. As a result, the ServiceTec team was able to meet the airport's objectives in keeping kiosk downtime to below 30 minutes per day.

Since then, ServiceTec has maintained and supported a large number of Kiosks across Schiphol, including:

> IBM Multi Platform CUSSCI machines.

> BA Check-In Kiosks.

> SAS Check-In Kiosks.

> KLM Transfer Kiosks.

London Heathrow International Airport

ServiceTec has been providing support and maintenance services at Heathrow for many years and has a permanent team of engineers and support staff across the airport. 2,500 incidents per month are successfully resolved within the stringent SLA criteria.

ServiceTec's reputation for supporting mission critical systems was a major reason why the company was originally selected to deliver such crucial maintenance and support. Today, ServiceTec delivers a wide range of services to Heathrow: : in addition to supporting mission critical systems with restore times of 15 to 30 minutes, its portfolio includes support of Common Use Check-in systems, CUSS kiosks and a variety of back office and other IT systems tailored to the requirements of airlines and ground handlers. As a result of its understanding and commitment to customer service, ServiceTec was selected to provide support for the Iris Recognition System (IRIS) at Heathrow and other UK airports.

During years of working at LHR, ServiceTec has gained extensive experience and continues to play a key role in developing IT support services. In total, ServiceTec supports in excess of 5,000 devices across Heathrow.

T2B – the first phase of London Heathrow Airport's redevelopment – became fully operational on January 12, thanks to the hard work undertaken by ServiceTec's highly skilled and motivated team who successfully completed the desk and iMUSE installs on time. Paying tribute to the ServiceTec Team's performance, Phil Rackstraw - Heathrow Strategic Relationship Manager, ARINC -

said: "During early November, the LHR ServiceTec team were faced with not only maintaining the daily operation, but delivering 2 major projects: installing the iMUSE kit for the new T2B gates and decommissioning the whole of Terminal 2. They rose to the challenge, meeting the customers' target dates - a great team effort."

ServiceTec commenced support of 97 IER CUSS kiosks at LHR T1 and T3 on the 1st April 2010. During 2011 all the existing kiosks were replaced with IBM units including a further 55 kiosks currently in the process of installation, which will result in a total base at the airport of 152 units. This contract operates on very stringent SLAs of 15 and 45 minute fixes for all faults. SLA targets have been consistently achieved from the start of the contract.

ServiceTec support service at LHR includes:-

> Replacement of equipment in the kiosks.

> Regular monitoring of the kiosks.

> Conducting repairs, reloading of consumables, and parts replacement.

> Fault attendance and rectification of faults.

ServiceTec also maintains SAS dedicated kiosks at LHR on behalf of Fujitsu.

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.

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