

Case Story: Berlin Brandenburg International Airport



Berlin Brandenburg International Airport: A Major Project

In January 2012, ServiceTec won a major installation and support contract at the new Berlin Brandenburg International Airport (BER).

Located 18 kilometers south of central Berlin, BER has been designed to replace Berlin's Tempelhof Airport, (which closed in 2008), and the existing Tegel and Schönefeld airports which will close when Berlin Brandenburg Airport comes into operation.

In a major competitive win, ARINC was awarded the BER contract for passenger check-in and departure systems, supplying its industry-leading passenger solution - vMUSE - which is fully compliant with the IATA CUPPS standard for common-use passenger systems. ServiceTec, a major and long term partner of ARINC, was awarded the installation and maintenance contract for the vMUSE systems.

Hardware installation is projected for completion by the second half of 2012. At full operation ServiceTec and ARINC will have rolled out vMUSE on 153 workstations for check-in and back office desks, and 188 boarding gate workstations for use by 31 airlines and handling agents.

ServiceTec's engineers and consultants worked extremely closely with ARINC and BER on the first phase of the installation project - 96 workstations plus peripherals. Once the installation phases had been completed, ServiceTec's on-site team will provide round-the-clock maintenance and support services to some of the most stringent SLAs in the industry.

ServiceTec's partnership with ARINC has also included the installation, maintenance and support of passenger check-in and boarding solutions at Heathrow and Manchester airports, amongst others.

ServiceTec

Global Managed IT Services for Airport and Airline Systems

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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