

Case Story: JFK International Airport



JFK International Airport: A Major Project

John F. Kennedy International Airport (JFK) is located in the borough of Queens in New York City, about 12 miles southeast of Lower Manhattan. JFK is the busiest international air passenger gateway to the United States, handling more international traffic than any other airport in North America. It is also the leading freight gateway to the country by value of shipments, and processes over 47 million passengers, making it the 17th busiest airport in the world and sixth busiest in the United States in terms of passenger traffic.

In 1998, as a part of an on-going redevelopment program undertaken by the New York Port Authority and its airline and airport partners, ServiceTec was awarded the IT support contract for the new JFK Terminal 1 (TOGA). ServiceTec became an integral part of the installation team for the brand new terminal and worked closely with ARINC to meet an ambitious installation and implementation schedule to enable the airport to proceed with its planned and on-time opening ceremony. ServiceTec further played a pinnacle role in TOGA's successful 2010 inaugural A380 operation, with timely deployment of the CUTE equipment and HOST applications at the new A380 gates.

In supporting and maintaining the ARINC MUSE system, together with numerous hardware devices located throughout the terminal, the on-site ServiceTec team exceed both the Terminal Management Group's and airlines' tight service delivery deadlines on 1,000 items of MUSE and other hardware. The service is delivered on-site 18 hours each day with the remaining period covered by a comprehensive on-call system.

ServiceTec continues to expand its IT managed role with Terminal 1 and its airline partners. Air France relies on ServiceTec for level 1 and level 2 support of their dedicated CUSS Kiosks in the terminal. More recently, working with Terminal 1, ServiceTec now provides managed support of Air France's WiFi connectivity in its Lounges and Ramp areas and supported Royal Air Maroc's back office functions at its Town Office and Cargo facility. ServiceTec has also provided extensive support of Ultra Electronics Airport Systems' BRS program at JFK airport and other stations across the US.

Today, ServiceTec provides support and maintenance services on a direct basis with Terminal 1 while maintaining an extremely close working relationship with ARINC. In 2006 ServiceTec was awarded a further five year support contract at JFK and in 2008 was presented with a 10 year service plaque by Terminal 1 in recognition of outstanding services provided.

ServiceTec's proven ability to excel SLA agreements and exceed service expectations was cemented in 2012 with renewal of the TOGA contract through 2015. ServiceTec continues to be an embedded part of the Terminal 1 customer experience, ensuring functionality of a thousand pieces of equipment and at times, acting as a source for peripheral recommendation or technical advice.

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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