

Case Story: London Heathrow International Airport



London Heathrow International Airport: Mission Critical Maintenance and Support

London Heathrow is the world's busiest international airport and the hub of the civil aviation world. Over 67 million passengers travel through the airport annually on services offered by 90 airlines travelling to over 180 destinations in over 90 countries.

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. Well over 3,000 calls per month, managed by SAMSS (ServiceTec's Airport Managed Services Solution), are successfully resolved within the stringent SLA criteria of London Heathrow and ARINC.

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 30 minutes) and a wide variety of equipment - including Airline Self Service Kiosks, Common Use Systems, Airline and Ground Handler desktop and check-in systems - ServiceTec also provides on-site managed services for baggage reconciliation. In total, ServiceTec supports in excess of 5,000 devices across Heathrow's terminals.

In 2005, ServiceTec was contracted to provide support for the Iris Recognition System (IRIS) at Heathrow and in other UK airports - a service that ServiceTec continues to provide across all Heathrow terminals to this day.

ServiceTec also played a pivotal role in providing support for the continued development of London Heathrow. Following the closure of Terminal and the neighboring Queen's Building to make way for a new £1 billion replacement, ServiceTec de-installed all of the remaining IT equipment - 170 sets (approximately 800 items), and cleaned, wrapped and delivered it all to an off-site storage location.

T2B - the first phase of London Heathrow Airports redevelopment – became fully operational 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, ARINC said: "During early November, the LHR ServiceTec team was 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 customer's target dates - a great team effort."

ServiceTec worked closely with ARINC to install and roll out some 150 CUSS kiosks in terminals 1 and 3, part of one of the busiest CUSS installations in the world, checking in over 300,000 passengers per month. In addition, the existing 97 IER CUSS kiosks were replaced with IBM units. This contract operates on very stringent SLAs of 15 and 45 minute fixes for all faults. ServiceTec's Airport Managed Services Solution (SAMSS) is used to provide the maintenance and support of the ARINC installation and SLA targets have been consistently achieved from the start of the contract.

IT support services are critical to the continued efficient processing and movement of passengers throughout Heathrow and as a key service provider, ServiceTec plays a core role in ensuring that equipment across all 5 terminals is in peak condition.

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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