

Case Story: Minneapolis-St. Paul International Airport



Minneapolis-St. Paul International Airport: Managed IT Services

ServiceTec has been the partner of choice for Minneapolis-St. Paul International Airport (MSP) since 2001. Initially, ServiceTec provided comprehensive Level 1, 2, and 3 support services and network management for a range of systems including SITA Common Use, INFAX FIDS monitors, Videcom SEATS and IBM CUSS Kiosks. Subsequently, the Metropolitan Airports Commission (MAC) contracted with ServiceTec for additional analyst expertise to supplement the in-house support of its Terminal 2 Humphrey Common Use environment. The partnership was extended in 2007, when ServiceTec was asked to manage the rollout of the new multi-million dollar Ultra Electronics Airport Systems, Inc. (Ultra) CUSE project. The following year, ServiceTec was asked to provide two Senior Support Analysts to work directly with MAC IS in managing the Police, Fire and Landside Revenue Control systems, and now also supplies System Administration and support for MSP's Emergency Communications Center Computer-Aided Dispatch system and continues support for the upgraded Landside Parking Revenue System.

In 2012, ServiceTec was selected by the MAC to provide IT systems support for Terminal 1 Lindbergh and Terminal 2 Humphrey at MSP, including the management of a major million dollar upgrade to the Terminal 2 Humphrey Common-Use hardware environment, as well as an upgrade to v5.3 of the Ultra CUSE platform.

ServiceTec provides the MAC with on-site management, systems administration and the technician support staff necessary for keeping the Ultra Common Use Passenger Processing System (CUPPS), Resource Management System (RMS) and Multi-User Flight Information Display Systems (MUFIDS) operational as well as any other related technical systems including, Common Use Self Service Kiosks (CUSS) and processes used at MSP. This includes those CUPPS, CUSS and RMS systems presently in use as well as systems that may be brought into operation at MSP in the future.

ServiceTec also assists the MAC Information Systems organization in the setup and configuration of new workstations, printers, and other equipment. In addition, ServiceTec makes technical recommendations as appropriate, installing hardware and software, receiving and providing training, performing preventive maintenance duties, and general technology support work at MSP. The upgrade of the Ultra CUSE system embraces all new hardware, including new SUN Solaris AODB servers and VMware virtual servers for the CUSE environment. ServiceTec managed the upgrade, specifying hardware and software for the new systems before commissioning and installation.

The partnership with the airport follows an agreement made earlier this year, under which the MAC renewed its support contracts for the CUPPS and AODB/MUFIDS systems with ServiceTec for a second time. In addition, ServiceTec will continue to work closely with the MAC on its MUFIDS Phase III project which will expand the network and add additional flight information locations throughout Terminal Terminal 1 Lindbergh and Terminal 2 Humphrey.

More recently, ServiceTec managed the roll-out of MUFIDS Phase I and MUFIDS Phase II, and expanded the FIDS/MUFIDS environment into the Terminal 1 Lindbergh, replacing the existing proprietary Delta Airlines FIDS System and, for the first time, providing comprehensive flight information for all airlines flying into and out of MSP.

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 more than 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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