

Case Story: Oakland International Airport



Oakland International Airport: Maintaining the Competitive Edge

For more than 86 years, Oakland International Airport (OAK) has been a contributor to the economic well being of the San Francisco Bay Area. The airport is a thriving business, and handles more than 9 million passengers and 1 million tons of air cargo annually.

In recent years, OAK (which is overseen by the Port of Oakland), has been one of the USA's fastest growing airports. A \$300 million expansion and renovation project (which included the addition of five gates to Terminal 2, a new bag claim area and expanded areas for ticketing and security screening) was completed in spring 2008. Terminal 1 is currently undergoing a \$200 million upgrade.

In November 2008, following a competitive tender process, the Port of Oakland selected ServiceTec to provide support for a wide range of OAK's IT infrastructure projects, including its CUTE service, preventative maintenance programs, Flight Information Display Systems and network support.

"ServiceTec is a great partner for OAK. Their talented team knowledge about evolving technology in airports around the world, ensures our airport operations run smoothly for our customers," said Deborah Ale Flint, Director of Aviation for the Port of Oakland.

Under the terms of the agreement, ServiceTec also provides and trains local technicians and site management personnel to deliver immediate service benefits to Oakland International. Although the Oakland ServiceTec team operates as an autonomous unit, they take advantage of ServiceTec's global technical group and draw on their experience of handling different hardware platforms in different environments, such as New York JFK, Minneapolis-St. Paul, Toronto GTAA and London Heathrow.

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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