

Case Story: San Francisco International Airport



San Francisco International Airport: Ongoing Efficiency Improvements

San Francisco International Airport (SFO) is one of the USA's busiest airports, handling both domestic flights and international connections for the Pacific Rim, Europe, and Latin America. Located south of San Francisco, San Francisco International Airport serves the cosmopolitan city of San Francisco, Silicon Valley and the wider Bay Area.

Operating since 1927 and occupying 2,383 acres, San Francisco International Airport has four terminals (including the much praised international terminal), three of which handle domestic and Canada-bound flights. Over 35 million passengers pass through San Francisco International Airport each year.

The ServiceTec installation team, which at times consisted of more than thirty technicians, was involved in the international terminal project from Phase 1 of the equipment and cable installations through to the power-up and troubleshooting for the terminal opening. Working closely with the system integrator's on-site team, ServiceTec was integral part of San Francisco International Airport's highly successful and complex new terminal commissioning.

Since commissioning, together with the system integrator, the ServiceTec team has maintained responsibility for the maintenance, troubleshooting, upgrade and repair of over 7,000 pieces of equipment, including over 2,500 MUSE workstations and associated peripherals, MUFIDS monitors, hand-held devices and intelligent terminals. Ongoing efficiency improvements have been achieved through alternate vendor selection, pro-active maintenance schedules, on-site repairs and by working closely with the airlines, airport authority and other stakeholders. All services are provided on-site. ServiceTec is also responsible for the support of other sub-systems and more than 1,000 pieces of other equipment.

Today, ServiceTec maintains SFO's existing Passenger Process System (PPS) including the Arinc vMUSE common use terminal equipment, the baggage reconciliation system (Ultra BRS), the local boarding application and local departure control system (Damarel LBA and LDCS), the gate management system (Ascent GMS) and the newly installed Arinc FIDS information display system. The covered locations have expanded from the International Terminal to the newly renovated Terminal 2, and the service has also been extended to include common used terminal equipment and information display systems in Terminal 1, Terminal 3's visual paging display and the information display systems in the Long Term Parking facilities.

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.

North America Office

ServiceTec International Inc.
12007 Sunrise Valley Drive
Suite 355
Reston
Virginia 20191
USA

t: +1 703 259 4000
f: +1 703 259 4001
e: info@servicetec.com
w: www.servicetec.com

Canadian Office

SASI Airport Services Ltd
2880 Queen Street East
Suite 4-233
Brampton, Ontario
L6S6H4
Canada

t: +1 905-488-6092
c: +1 647-261-1436
e: info@servicetec.com
w: www.servicetec.com

EMEA Head Office

ServiceTec Global Services International
The Spirella Building
Letchworth Garden City
Hertfordshire
SG6 4ET
UK

t: +44 (0) 1462 476200
f: +44 (0) 1462 476210
e: info@servicetec.com
w: www.servicetec.com

