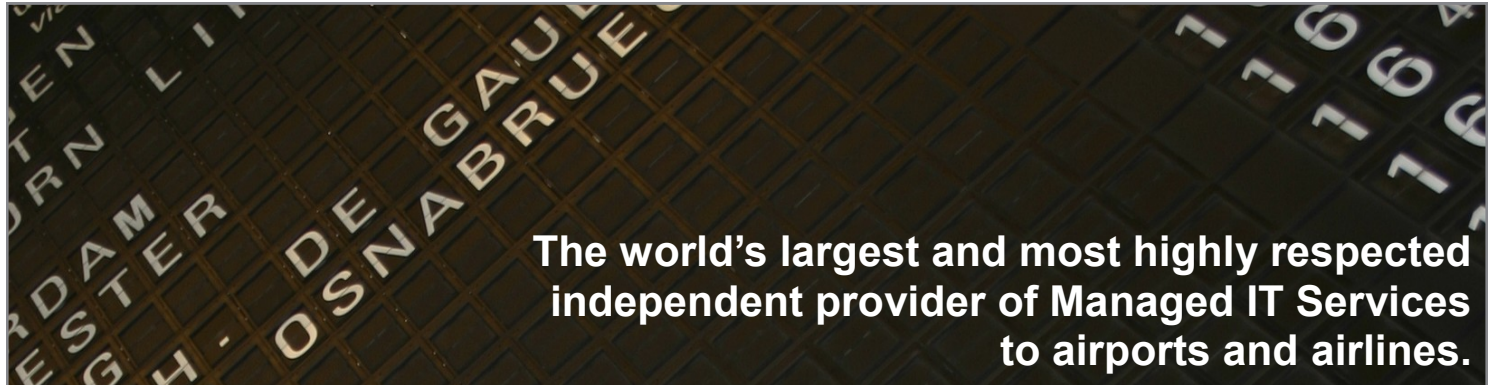**Quality:**

The world's largest and most highly respected independent provider of Managed IT Services to airports and airlines.

The Deciding Factor

Quality is the deciding factor when differentiating ServiceTec from other providers of Managed IT Services to airports and airlines. Since inception, our philosophy has been to achieve, adhere to and maintain the highest possible quality management and control accreditations.

In addition to certification to ISO 9001:2008 Quality Management System Standards for the supply of Managed IT Services for global airport and airline systems, and membership of the itSMF, our Technical Manager is qualified to ITIL® V3 Expert level.

Aligning IT Services to Your Business

ITIL is the most widely adopted approach for IT Service Management in the world. Providing a practical, no-nonsense framework for identifying, planning, delivering and supporting IT services, ITIL advocates that IT services must be aligned to the needs of the business and underpin the core business processes.

ISO 9001:2008 is the International Standard for Quality Management Systems - a set of principles that ensure a common sense approach to the management of business activities to consistently achieve customer satisfaction.

Our adherence to these two prime service and quality management standards ensures:

- Improved customer satisfaction - through a more professional approach to service delivery that consistently meets customer requirements.

- Reduced operating costs - through continual improvement of processes and operational efficiencies.

- Improved stakeholder relationships - including staff, customers and suppliers.

- Legal compliance - by understanding how statutory and regulatory requirements impact ServiceTec and our customers.

- Improved risk management - through greater consistency and traceability of services.

- Proven business credentials - through independent verification against recognized standards.

- Constant opportunity to drive Continual Service Improvement - through our unique ability to identify and communicate options for enhancement to your services.

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.