

Managed Services:



Managing, Maintaining, Monitoring and Supporting Business and Mission Critical Systems Faster and More Efficiently Than Any Other Service Provider

ServiceTec specializes exclusively in the provision of Managed IT Services to the world's airport and airline industries. Since 1989 we have partnered with airports and airlines of all sizes, managing, maintaining, monitoring and supporting business and mission critical systems faster and more efficiently than any other service provider.

Our managed services are tailored to suit the individual needs of our customers and are delivered in accordance with ISO 9001:2008 Quality Management System Standards. We are also members of itSMF and as an organization, we are dedicated adopters of the ITIL® V3 IT Managed Service best practice framework. Our commitment to this world class, best practice framework is underpinned by an investment program in training, understanding and qualification that is supported up to board level.

Our proven capabilities exceed the demands of the even the busiest of airport infrastructures. From the first line support of our highly experienced and knowledgeable Service Desks, to our professional and experienced on-site second and third line support technicians and management, ServiceTec ensures the ongoing availability and continuity of airport and airline business and mission critical services.

In the true nature of managed services, our capabilities include departure control systems, baggage handling systems, self service kiosks, and biometrics and access control systems - managed throughout the entire lifecycle. With more than 2 million hours experience in the airport and airline industries, we already support over 50,000 system devices and 1,000 self service devices to some of the industry's most stringent SLAs.

Today, we continue to add new services and capabilities to reflect the ever changing demands of our customers and support our drive towards Continual Service Improvement. We set the standards against which other airport Managed IT Service companies are measured.

IMAC and Disposal Services

The Service Management process responsible for controlling and managing requests to affect changes (RFCs) to the IT Infrastructure or any aspect of IT services to promote business benefit while minimizing the risk of disruption to services. Change Management also controls and manages the implementation of those changes that are subsequently given approval.

Change Management (ITIL V3)

With a track record of delivering airport Managed IT Services since 1989, we provide the industry's smoothest and fastest path to technology implementation and adoption, enabling airports of all sizes to take advantage of the efficiencies of an improved change management environment.

IT Infrastructure Services

All of the hardware, software, networks, facilities, etc., that are required to develop, test, deliver, monitor, control or support IT Services. The term IT Infrastructure includes all of the Information Technology but not the associated people, processes and documentation.

IT Infrastructure (ITIL V3)

As you scale your airport IT infrastructure to support growth, the management of your networks, database and applications becomes a formidable task which can overwhelm your internal resources. A robust and reliable airport IT infrastructure is the foundation of your organization. You need to know about a problem before it can affect your crucial services. We provide comprehensive services to help airports of all sizes optimize critical IT resources, deliver quality services to users and achieve optimal system availability, throughput and performance.

Project Services

A temporary organization, with people and other Assets required to achieve an Objective or other outcome. Each Project has a Lifecycle that typically includes initiation, planning, execution, closure, etc., projects are usually managed using a formal methodology such as PRINCE2.

Project (ITIL V3)

If you are considering a major IT development program, you need to partner with a world-class organization that has the experience, expertise and customer-first ethos to ensure that your business critical projects are completed on-time, to-budget and with minimum disruption to your day-to-day processes and procedures.

With a worldwide team of highly trained and certified consultants, technicians, project managers and project directors, unrivalled relationships with the world's leading specialist hardware, system and device manufacturers, and an in-depth knowledge of the specific and unique issues faced by airports and airlines throughout the world, we have already successfully managed airport and airline IT projects with similar objectives, constraints, complexities and deadlines to your own.

Service Asset and Configuration Management (SACM) Services

*Service Asset and Configuration Management is the process responsible for tracking and reporting the value and ownership of financial assets throughout their Lifecycle.
Asset Management is part of an overall process that of Service Asset and Configuration Management.
Asset Management (ITIL V3)*

Building an airport asset register is never an easy task and is both time consuming and expensive. With our Service Asset and Configuration Management services, the tasks of capturing your asset information and keeping it updated have never been easier.

ServiceTec Asset and Configuration Management (SACM) is an asset management solution for facilities, finance, and maintenance management departments across airports and airlines. Developed using Microsoft .Net and with SQL Server as the database platform, ServiceTec Asset Management is completely secure and allows airport management teams to tailor the solution to their precise asset tracking and management requirements.

ServiceTec Asset and Configuration Management has been adopted by a number of international airports including Schiphol, London Heathrow and Manchester.

Service Desk

*The Single Point of Contact between the Service Provider and the Users. A typical Service Desk manages Incidents and Service Requests, and also handles communication with the Users.
Service Desk (ITIL V3)*

If you are looking to drive business success through excellent customer service without owning the associated costs and risks, then our comprehensive and completely customizable Managed Service Desk will deliver continuous service improvement and relieve you from the overheads of recruiting, training and retaining specialist staff.

Our purpose built 24x7x365 service centre handles all IT enquiries quickly, efficiently and cost effectively, delivering immediate and long term benefits to your organization, including enhanced service levels, improved caller satisfaction, a reduction in disruptions to your business operations and lower costs through the consolidation and standardization of service desk processes, procedures and tools.

Governed by SAMSS (ServiceTec's Airport Managed Service Solution) – a powerful, expandable, flexible and cost-effective IT service management solution developed specifically to meet the service desk and service management requirements of airlines and airports – our dedicated Service Desk is manned by analysts highly qualified and experienced in airport and airline service management.

Capable of delivering numerous benefits, our service desk currently supports Schiphol, London Heathrow and Munich international airports, delivering end-to-end Incident and problem management of Common Use and Transfer Kiosk services.

System Configuration Services

A generic term, used to describe a group of Configuration Items that work together to deliver an IT Service, or a recognizable part of an IT Service.

Configuration is also used to describe the parameter settings for one or more CIs.

Configuration (ITIL V3)

Our airport system configuration services provide you with the peace of mind that your new systems have been designed, developed, assembled, tested and implemented to the highest possible standards. No matter how small or large your requirement, we have the experience, expertise and resources to meet and exceed your exacting specifications.

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.

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

