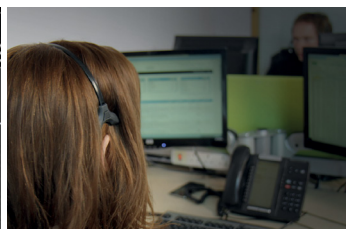
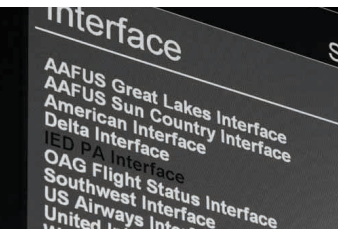


ServiceTec®

World Class Support for IT Systems at Airports



Service Desk for Airports

Outsource your IT Support Service Desk to reduce your airport's risk, minimize costs and protect your reputation and revenue:

- **An ITIL conformant IT Service Desk developed specifically for airports and airlines**
- **Highly qualified team of IT analysts providing a single point of contact, 24 hours each day, 365 days per year**
- **Scalable to suit an airport's precise requirements**
- **Outsourcing to an airport IT specialist solves the issues & removes the risks of running your own ITIL service desk**
- **Already successfully handling well over 100,000 airport IT service issues each year**
- **Managing all aspects of a service issue from receipt through escalation, stakeholder communication and supplier management to service restoration**

IT Service Desk for Airports

Our Service Desk teams help the world's largest and busiest airports to support their IT Systems, safeguard their reputation & protect their revenue:

- **ITIL Conformant:** A fully ITIL conformant IT Service Desk developed specifically for airports and airlines
- **Proven:** Each year our specialist Service Desk teams successfully manage well over 100,000 airport IT service issues for a number of the world's largest and busiest airports
- **Removes Risks & Issues:** Solves many of the issues and removes most of the risks faced by airports when running their own ITIL service desk, whether in house or outsourcing to a company that doesn't specialize in the airport sector
- **Lowens Cost:** No need to provide the infrastructure required to run the operation e.g. office space, equipment and utilities

- **Delegates Problems:** Outsources the responsibility for recruitment, staff retention, training and resource management, along with their associated difficulties and costs
- **Comprehensive:** From receipt through escalation, stakeholder communication and supplier management to service restoration
- **Available:** 24 hours a day, 365 days per year and entirely scalable to suit your airport's precise requirements.
- **Straightforward:** With a single point of contact for the user we manage all types of IT service issues quickly, professionally and cost effectively - ensuring service is restored with the utmost efficiency

A History of Success

With years of experience specializing specifically in airport IT ServiceTec continues to successfully deliver its Service Desk services to many of the world's busiest airports including **London Heathrow (LHR)**, **Manchester (MAN)**, **Amsterdam Airport Schiphol (AMS)** and **Nashville International (BNA)**.

More than just a Service Desk

ServiceTec also helps airports to manage their IT, safeguard their reputation and protect their revenue via:

- **IT Support Services**
- **IT Project Management**
- **IT Asset Management Systems**
- **CyberSecurity Services**
- **Staff Augmentation**

Contact us today to find out more

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