

IT SERVICE DESK FOR AIRPORTS



NEED TO FREE YOUR IT STAFF FROM BASIC END-USER TECHNICAL SUPPORT ISSUES?

Are your staff putting in too many extra hours with on-call support at night and over the weekends?

Maximize your in-house IT staff's true potential, and ensure they are focused on the strategic initiatives that will move your organization forward, by letting ServiceTec's aviation-focused IT Service Desk handle the day-to-day support issues that can slow your operation down.

IT SERVICE DESK BENEFITS

AIRPORT-EXCLUSIVE SUPPORT

- o Trained technicians on airport systems
 - Terminal – Common Use, Biometric, Self Service
 - Corporate – Standard & specialized back-office hardware/software

TECHNICIANS DRAWING UPON OUR EXTENSIVE KNOWLEDGE BASE

- o Built from years of experience supporting airport IT environments
- o Resulting in faster incident resolution times

TRUE LEVEL 1 TROUBLESHOOTING

- o More than catch and dispatch
- o Certified Technicians
- o Smooth escalation process - specific to each customer
- o Follow professional Incident Management processes

FLEXIBLE COVERAGE OPTIONS INCLUDE:

- o Prime business hours
- o Nights and weekends
- o 24/7/365

COMPATIBLE WITH ANY ITSM SYSTEM USING ADVANCED API TECHNOLOGY

ITIL CONFORMANT

- o Best practice guided processes, developed specifically for airports
- o Continual Service Improvement methodologies applied with service delivery

REMOTE ACCESS & REMOTE MONITORING*

** If granted by airport*

OUR IT SERVICE DESK CAN HELP YOU:

MITIGATE EXPENSE

- o Remove the cost & risk of creating/maintaining an in-house service desk
 - Leave the recruitment, training, staff retention & resource management issues to ServiceTec
- o Pay only for the level of service needed
 - Pricing based on incident volumes unique to your airport
 - Not a "one size fits all" solution

ENHANCE END-USER/CUSTOMER SATISFACTION WITH:

- o Faster response/resolution times
- o Better levels of service availability

SCALE YOUR IT SERVICE DESK TO MEET PRECISE OPERATING REQUIREMENTS

IMPROVE END-TO-END COMMUNICATIONS REGARDING IT ISSUES AND PROBLEMS

- o Notification, escalation and stakeholder communication through to supplier management and service restoration

CONTACT US TODAY TO FIND OUT MORE

AMERICA

ServiceTec International Inc.

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

950 Herndon Parkway
Suite #380
Herndon, VA 20170
USA

EUROPE & REST OF WORLD

ServiceTec Airport Services International Ltd

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

The Spirella Building
Letchworth Garden City
Hertfordshire
SG6 4ET
UK

OFFICES WORLDWIDE

The Netherlands Office:
ServiceTec Airport Operations
Netherlands BV, Schiphol

Germany Office: ServiceTec
Airport Operations Germany
GmbH, München

Canada Office: SASI Airport
Services Ltd, Brampton, Ontario

Norway Office: ServiceTec Airport
Operations, Norway AS, Oslo

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World Class Support for IT Systems at Airports