

# 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

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