

Managed Services:



Uncomplicated, flexible and cost-effective IT service management.

SAMSS - ServiceTec's Airport Managed Service Solution

Across airports and airlines, addressing the issues of supporting mission critical systems and infrastructures has never been more essential. Traditionally the responsibility for supporting complex IT services is handed over to the service provider or third party supplier. The net result is that airports and airlines find themselves with an excess of service and support contracts, each independently provided under various terms, conditions and SLAs, and with little or no synergy.

One of the major concerns voiced by airline and airport IT departments is the need to adapt service requirements to align with the inflexible service and support models provided by their incumbent partners. Such a compromise frequently results in airports and airlines contracting for services that they do not require, whilst paying additional fees to obtain the precise levels of service and support that they do. Airport and airline processes may be complex, but that does not mean that service management solutions have to be. Every airport has unique and evolving needs, but the right service management solution does not have to come with high cost development and consulting. A response to changes in your requirements should not mean starting over.

Enter SAMSS

To address these issues and provide airports with the precise levels of support that they require, with the flexibility to enhance their service requirements in the future, ServiceTec has introduced SAMSS – ServiceTec's Airport Managed Service Solution.

SAMSS is an uncomplicated, flexible and cost-effective IT service management solution developed specifically to meet the service desk and service management requirements of airlines and airports of all sizes. Available on a 24x7 basis, and capable of delivering numerous benefits, SAMSS allows airports to drive business success through excellent customer service without the associated costs and risks.

SAMSS is a multilingual solution that supports, amongst others, English, French, German, Spanish and Japanese with the addition of new languages being easily achieved to suit your business needs.

Efficient Airport IT Service Management

Ease of use does not come at the expense of functionality. Totally flexible, SAMSS delivers:

- 24x7 Call Response
- Event Management
- Incident Management
- Problem Management
- Change Management
- Asset and Configuration Management
- Reporting

ITIL® V3 for the Real World

ITIL V3 is the most highly respected and adopted IT service management best practice framework. Crucially, SAMSS is modeled around the ITIL V3 service lifecycle best practice framework, with a wide range of certified processes to support service management. Additionally, SAMSS is a 100% web-based solution for internal and external support automation, giving airports complete flexibility for consolidating and automating business processes within and beyond IT services. All this is available without expensive configuration, large resource requirements and long implementation lead-times.

ServiceTec's dedicated SAMSS Service Desk, manned by analysts highly qualified and experienced in airport and airline service management, currently supports Schiphol, London Heathrow and Munich, delivering end-to-end Incident and Problem Management for Common Use and Transfer Kiosk services.

The Values to Your Business

- You only pay for the services that you need - not the ones you do not.
- Services tailored to your unique requirements with the flexibility to be extended, modified or enhanced to meet existing and future objectives.
- Very high levels of available automation, leading to reductions in manual intervention and more streamlined and efficient processes.
- Scope for Continual Service Improvement through the Service Desk's ability to identify changes in use of service or additional training requirements.
- The ability for ServiceTec to advise you on investment in spares or additional service assets based on knowledge retention and experience of availability.
- The ability to automate and consolidate comprehensive, integrated service management processes - such as internal and external customer service facilities management, and HR - within a single solution.
- The ability to model business processes - from the simple to the complex - and implement a solution that meets your unique requirements.
- Removes the cost and risk associated with complicated, expensive service management solutions that never quite 'fit the bill'.

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.

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