

# ServiceTec

Global Managed IT Services for Airport and Airline Systems

## Case Studies

### London Heathrow International Airport

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## London Heathrow International Airport

### Mission critical maintenance and support

Heathrow Airport, 16 miles from central London, is the world's busiest airport and serves over 180 destinations in more than 90 countries. Regarded as the hub of the aviation world, Heathrow is the home base to over 90 airlines. Terminal 5 opened in 2008 and has been designed to handle 35 million passengers each year at capacity.

ServiceTec has been providing support and maintenance services at Heathrow for many years and has a permanent team of engineers and support staff in each of Terminals 1, 2, and 3. 3,000 calls per month are successfully resolved within the stringent SLA criteria of London Heathrow and ARINC.

ServiceTec's reputation for supporting mission critical systems was a major reason why the company was originally selected to deliver such crucial maintenance and support. Today, ServiceTec delivers a wide range of services to Heathrow. In addition to supporting mission critical systems (with restore times of 30 minutes) and a wide variety of equipment, including Common Use Systems, Airline and Ground Handler desktop and check-in systems and Airline Self Service Kiosks, ServiceTec also provides site managed services for baggage reconciliation. In total, ServiceTec supports in excess of 5,000 devices across Heathrow's terminals.

In Spring 2005, ServiceTec was contracted to provide support for the Iris Recognition System (IRIS) at Heathrow Terminals 1, 2, 3 and 4, and in other UK airports. A service that ServiceTec continued to provide to this day.

ServiceTec has also played a pivotal role in providing support for the continued development of London Heathrow. As well as providing future support for Terminal 5's IRIS system, ServiceTec has been involved in critical system moves and changes. IT support services are critical to the continued efficient processing and movement of passengers and as a key service provider, ServiceTec plays a core role in ensuring that equipment is in peak condition.

### 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. Over the past 14 years ServiceTec has developed and refined the expertise to support business and mission critical systems in airports of all sizes and passenger traffic demands. With 1.5 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, Los Angeles, Minneapolis-St. Paul, Washington Dulles, Miami, Orlando, Boston, Philadelphia, Houston, New York, Oakland, Toronto, Calgary, Heathrow, Schiphol, Manchester and Munich.