

ServiceTec

Global Managed IT Services for Airport and Airline Systems



The world's largest and most highly respected provider of managed IT services to airports and airlines.

When it comes to keeping airport and airline systems running 24 hours a day, 7 days a week, ServiceTec is the partner of choice for the world's largest and busiest airports. For more than 14 years we have been providing airports and airlines of all sizes with comprehensive, customised and critical managed IT services. Today, with in excess of 1.5 million hours experience, we support well over 50,000 system devices and 1,000 self service devices to some of the world's most stringent SLAs.

Operating globally from bases in North America, Europe and the Far East, we have an unrivalled reputation in managing, supporting and maintaining difficult and sensitive airport and airline systems faster and more efficiently than any other service provider. With a proven track-record in managing and maintaining critical IT systems and infrastructures, we have the breadth of knowledge and the depth of expertise to deliver the tailored IT management, maintenance and support services that your organisation demands.

From system maintenance and support, on-site and remote service desks, system configuration and management, IMAC and disposals, to IT project management and the design, development and implementation of entire systems and solutions, our unrivalled portfolio of managed IT service capabilities extends across the entire airport IT infrastructure.

Unrivalled experience in the maintenance and support of specialist airport and airline systems.

Airline Departure Control Systems

Airport Biometric Systems including Biometric Staff Passage, Sagem IRIS Border Control and Privium Passenger Biometrics

Airport Common Use Systems including ARINC iMUSE, SITA CUTE, SITA Airport Connect, IBM CUSS and Ultra CUSE

Baggage Reconciliation Systems

Flight Information Systems including Ultra FIDs, VIP products and WHICH Terminal

Mobile Check-In Systems**Quick Boarding Gate Systems****Queue Control Systems**

Self Service Kiosks including ARINC Common Use, IBM Common Use, IER Self Serve, SITA CUSS, KLM Flight Transfer and SAS Self Serve



Extensive service offerings, unrivalled relationships and a unique knowledge of the issues faced by airports.

Our exclusive focus on the airport and airline industries means that we are continually developing, honing and enhancing our comprehensive range of managed IT services in line with the ever growing and constantly changing demands of our worldwide clients.

Today, the extensive services that we already provide include **Project Services, Product Services, System Configuration, Service Desk, IT Infrastructure Services, Configuration Item Management, IMAC and Disposals.**

With a worldwide team of highly trained and certified consultants, developers, technicians, project managers and project directors, unrivalled relationships with the world's leading specialist hardware, system and device manufacturers (including ARINC, SITA, Ultra, Privium and Sagem), full ITIL accreditation and an in-depth knowledge of the specific and unique issues faced by airports and airlines throughout the world, when it comes to your entire IT infrastructure, ServiceTec is your partner of choice.

14 years delivering specialised and comprehensive managed IT services to the world's largest airports.

- John F. Kennedy International Airport**
- London Heathrow International Airport**
- Manchester International Airport**
- Minneapolis-St. Paul International Airport**
- Munich International Airport**
- Oakland International Airport**
- San Francisco International Airport**
- Schiphol International Airport**
- Toronto Pearson International Airport**



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