

ServiceTec

The internal newsletter of ServiceTec Airport Services International

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Autumn 2008

Rebrand!

Welcome to the new look ServiceTec newsletter – and indeed to the new look for ServiceTec. Soon after we divested ourselves of ServiceTec Ltd to Calyx, we decided that we needed to accelerate our plans for updating our image and over the past six months we have been looking at the various options that we have to improve the way in which we present ourselves to our existing and potential clients.

We already have a very strong image and reputation throughout the airport and airline industries and we did not want to alter our recognisable ServiceTec logo or corporate colours in any major way. However, we felt that our image needed updating to reflect the fact that we now focus exclusively on airports and airlines and that the comprehensive range of services that we so successfully deliver have been developed specifically to address the requirements and demands of our ever growing, worldwide client base. Soon after our move to our new headquarters, we started working closely with a specialist design studio, looking at ways in which our corporate style can be enhanced to more accurately reflect our position of dominance in our market - we are, after all, the world's largest and most successful independent provider of managed IT services in the airport business.

You will see, at the top of this page, that we have refreshed our company logo. This, and the new look to this internal newsletter reflect the innovative style that we are adopting for our new website, which we expect to go live by the end of the year.

Our website is extremely important to the ongoing success of our organisation. It is the single and central point where existing clients, potential clients and partners go to learn more about our services, capabilities and successes and needs to get across our messages quickly, precisely and effectively. Our new website is being designed to do just this and its new style will be carried forward through all of our literature, case stories, service brochures, PowerPoint presentations, proposals, tenders, etc.

We have an exciting future ahead of us. This newsletter gives you a taste of things to come.

David Ison, Chief Executive Officer

Employee Profile - Scott Oakland

Scott Oakland has been employed by ServiceTec International for three years, and is based at the Humphrey Terminal, Minneapolis-St. Paul International Airport. Scott was hired by ServiceTec on my recommendation, based on my past experience of working with him at Best Buy - a multinational retailer of technology and entertainment products that collectively generates more than \$40 billion annual revenue and includes brands such as Best Buy, Audiovisions, The Carphone Warehouse, Future Shop and Geek Squad. It was Scott's commitment to excellent work and customer service that prompted my recommendation.

Dear Scott

QUEST AWARD FOR EMPLOYEE OF THE MONTH

I am delighted to announce that you have been selected for the QUEST Employee of the Month Award for the month of July 2008 and I have pleasure in enclosing vouchers to the value of \$400.

The QUEST employee program consists of a small number of monthly nominees from which the SASI Management Team selects a winner.

You were recommended for a QUEST Award by your Manager Joel Jensen and your nomination was fully endorsed by Bill Harden, Director of Operation, the Americas.

This award is in recognition of your willingness to 'go the extra mile' and for your commitment to excellent customer service.

One incident in particular recently demonstrated these skills and that was the recent problem that AirTran had with their credit card scanning and processing. Although technically not ServiceTec's problem, AirTran felt comfortable seeking your help and you took the initiative to resolve the issue.

You are a trusted and respected member of his Joel's team and someone he can always rely on.

You are an excellent example of someone with the right attitude and determination and your commitment and effort is reflected in winning this award.

Well done and congratulations.

David Ison
Chief Executive Officer

Scott is a team player and I highly value his loyalty to myself and ServiceTec. Scott takes customer service seriously and is always proactive in seeking ways to help our airline clients. As well as being A+ certified and having more than 10 years of experience as an IS Technician, Scott has continued to seek additional training and has benefited from working with myself and Adam Dobbs, actively seeking our advice when necessary and learning from experience.

Our company is about service, it's about going the extra mile and it's about taking care of business. No one takes this more to heart than Scott. As Scott's Manager, I am constantly pleased to not only hear from our clients but also to watch the great service Scott affords them. With the advent of our expansion into the Lindbergh Terminal, my time and attention has been focused there and I specifically want to recognise Scott for taking the lead on solving an issue for AirTran Airways. Scott enjoys an excellent rapport with all of our airline groups and AirTran was comfortable in seeking his help to solve a problem they had encountered with their credit card scanning and processing.

While technically not our problem, Scott took it upon himself to resolve the issue. I was made aware of this after the fact and was enormously pleased that Scott had kept this off of my plate. It is this kind of initiative and commitment to customer service that a manager highly values and knowing that I can rely on my team allows me to focus on the larger picture of maintaining the highest level of service to MSP.

Scott is an example of the right way to get things done. He is the employee that you can rely on; he works without complaint, is committed to doing his best and his attitude reflects the pride that he has both in his job and in being an integral part of this team. I know that when Scott is on duty he is taking care of business and providing the kind of excellent service that our clients have come to expect. I can trust Scott to do the right thing in any situation and regard him as a valuable member to my team and especially to ServiceTec. The confidence that Scott inspires is what this job is all about – as it says on our website, "Sleep soundly; we're in control and taking care of everything."

It was my distinct pleasure to write a recommendation for Scott Oakland for the ServiceTec Quest Employee of the Month Award for July. In my opinion, our company could not choose a more deserving individual for this award.

Joel Jensen, System Administrator, Minneapolis-St. Paul Humphrey Terminal



IT update

Doubling of Letchworth server capacity: We have ordered additional hardware at Letchworth to double our server capacity and provide more resilient homes for our CRM and accounting systems. The new hardware will contain plenty of space for the additional server-based services that we use for our customers, one of which will be Datatrak (the asset inventory system currently in use in LHR and soon to be at AMS).

UK mobile phones and Blackberries: We are mid-way through procuring a new UK mobile phone contract. To the maximum extent possible, we plan a seamless transition, sticking with Nokia handsets and keeping the telephone numbers that you already use. For those of you using UK Blackberries overseas, we are evaluating the introduction of locally-sourced Blackberries. For UK Blackberries that remain in the UK, there will be a hardware refresh over the next few months. RIM, our Blackberry hardware provider, has enhanced its range of products which now suit just about all of our needs, and there are a number of third-parties that can "ruggedize" Blackberries.

Accounting system: The first wave of the implementation of Accpac, (the Group's new accounting system) has now been completed. Over the next few months, the new system will bed down and be developed to cover our core needs. Next year, the Group will begin the planning and implementation of other financial projects, including a new expense claim procedure and a new asset management system.

Martin J Thornhill, Group Financial Controller

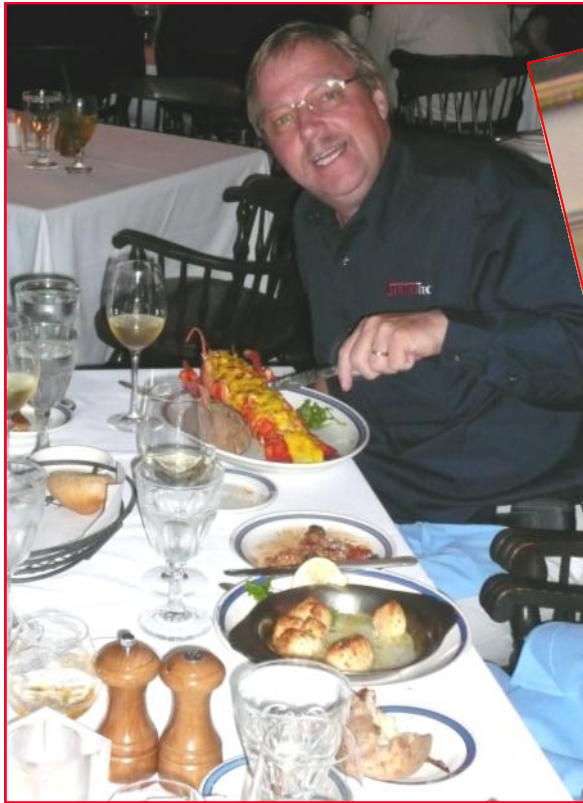


ACI Boston roundup

More than 2,300 delegates and visitors from 49 countries, 154 airports and 369 companies in the airport industry gathered in Boston from September 20th to 24th for the 2008 ACI World/North America Conference and Exhibition. Happily, our staff photographer was on hand to record the highs and lows.



Prize caption competition



The winner of our last caption competition was Mark Bugliarello, a ServiceTec Computer Engineer based at Manchester Airport. Mark's winning entry was:

"I've been under the table and I still can't find my sunglasses."

A £50 voucher is on its way to you, Mark.

Here is your chance to win a £50 (\$75) gift voucher.

This month's photograph shows Ton Oosterwijk enjoying a light snack during the ACI Conference and Exhibition. For a chance to win the £50 (\$75) gift voucher, simply email your caption to jeremy.biggs@servicetec.com by Monday 8th December 2008.

The winning caption will be published in the next newsletter.

Gates E10-E32

Praise from Oakland

“ Oakland International Airport is pleased to partner with ServiceTec and leverage their global experience to the benefit of our passengers and airlines. We face many challenges as an airport operator. ServiceTec's technological expertise offers us many opportunities to maintain our competitive edge. ”

Steve Grossman
 Director of Aviation for the Port of Oakland
 - owners and operators of Oakland International Airport.

Welcome to....

The Americas:-

Following the successful win of the Oaklands International Airport contract, we welcome the following, all of whom started with us on 1st November:-

Nai Lin Saechoo	Technical Analyst
Michelle Beard	Technical Analyst
Bahram Abedi	Network Analyst
Michael Kerr	Network Engineer
Ress Angeles	Technical Analyst
Edgar M. Lunar	Technical Analyst
James M. Rusk	Junior Site Manager
Dale Duesbury	Senior Technical Analyst

Canada:-

Claudiu Ulinici Systems Support Technical (joined on 28th August)

Europe: LHR

Murugananthan Leelanathan	Customer Service Engineer (joined 27th October)
Davinder Kaur	Customer Service Engineer (joined on 4th November)
Nitin Mehta	Customer Service Engineer (joined on 3rd November)

Quest Award Winners

Quest award winners for this quarter are:

July - Scott Oakland, based at Minneapolis-St. Paul (see page 3), and

August - Philip Reeve and Surinder Ghuman, joint winners based at London Heathrow.

Congratulations to all three.

New US offices

Our US office is relocating to a new address:

12007 Sunrise Valley Drive, Suite 355, Reston
Virginia 20191.

If all goes according to plan, everyone should be settled in their new offices by the middle of November. Phone numbers will be confirmed later.



Not the new offices - just general views of Reston!

The next issue of our newsletter will be published in January. Please send submissions to Jeremy Biggs at jeremy.biggs@servicetec.com