

A young child with light hair, wearing a blue and red patterned jacket, is smiling while riding a silver and red toy airplane on a brick path. The airplane has a propeller, a steering wheel, and a small cockpit. The background is a grassy area. The image is framed by a large white circle. There are several decorative orange and yellow circles of various sizes scattered around the image, particularly in the top left and bottom right areas.

# SITA COMMAND CENTER

**BROCHURE**

**SITA**  
Create success. Together



# SERVICE EXCELLENCE 24/7

## FOLLOW-THE-SUN

As day turns to night and night turns to day the SITA Command Center (SCC) provides continuous and reliable global operational support.

Our follow-the-sun model of operations and leading edge facilities dedicated entirely to the air transport industry ensures the highest level of support 24/7.

Today, IT is business critical. You cannot afford for it to fail. You naturally expect more – more reliable, responsive and proactive service support with an always available service.

The SCC provides best practice end-to-end service management capabilities, bringing together all our operational activities within a single centre of excellence. Using advanced automation, monitoring and process management tools, we provide you with an end-to-end service, managed by one unified global team. Located in both North America and Asia, the SCC enables a smooth, uninterrupted global workflow, which follows the sun.

## RESOLVING ISSUES BEFORE THEY IMPACT YOU

The SCC proactively monitors the end-to-end performance levels of customers IT systems from the data center to the end-user. As a result we can identify and resolve service degradation before it impacts you, including working with any third-party vendors to quickly resolve the issue - a unique service capability.

### You benefit from:

- Enhanced service experience
- Improved business continuity
- Increased responsiveness
- Faster resolution times

## AT THE FOREFRONT OF OPERATIONAL EXCELLENCE

The SCC hosts advanced real-time technology and a highly skilled team of IT specialists to deliver the very best customer support services. As the hub of SITA's operations, it provides an innovation showcase for service management and a window on best practice in our industry. To stay ahead of ever-changing customer service needs, SITA will continue to invest in its service management capabilities to remain at the forefront of operational excellence in the air transport industry, now and for the future.

### Learn more about SITA Global Services

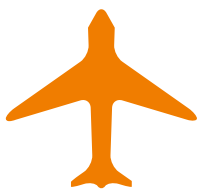
[www.sita.aero/sgs](http://www.sita.aero/sgs)

**“ALMOST 100% OF SYSTEMS AND NETWORKS AT ALL TIMES: OUTSTANDING, BEST IN CLASS, TOTALLY RELIABLE. THE GATWICK SITE, LED BY EXCELLENT LOCAL MANAGEMENT, SHOULD BE A MODEL FOR SITA TO DEPLOY ACROSS THE GLOBE.”**

IAN ENVIS

LONDON GATWICK AIRLINE OPERATORS COMMITTEE

# DID YOU KNOW?



**2**  
COMMAND CENTERS  
100% FOCUSED ON THE  
AVIATION INDUSTRY



**69%**  
OF MAJOR INCIDENTS  
PROACTIVELY DETECTED  
BY SITA



**80%**  
REDUCTION OF DOWNTIME  
HOURS IN THE LAST 3 YEARS



**97.7%**  
OF CUSTOMERS ARE SATISFIED  
WITH SITA SERVICE



**89%**  
OF MAJOR INCIDENTS  
RESOLVED IN LESS THAN  
2 HOURS





## SITA AT A GLANCE

### SITA transforms air travel through technology - for airlines, at airports and on aircraft.

- Our vision is to be the chosen technology partner of the industry, a position we will attain through flawless customer service and a unique portfolio of IT and communications solutions that covers the industry's every need 24/7.
- We are the innovators of the industry. Our experts and developers keep it fuelled with a constant stream of ground-breaking products and solutions. We are the ones who see the potential in the latest technology and put it to work.
- Our customers include airlines, airports, GDSs and governments. We work with about 400 air transport industry members and 2,800 customers in over 200 countries and territories.
- We are open, energetic and committed. We work in collaboration with our partners and customers to ensure we are always delivering the most effective, most efficient solutions.
- We own and operate the world's most extensive communications network. It's the vital asset that keeps the global air transport industry connected.
- We are 100% owned by the air transport industry – a unique status that enables us to understand and respond to its needs better than anyone.
- Our annual IT surveys for airlines, airports and passenger self-service are industry-renowned and the only ones of their kind.
- In 2015, we had consolidated revenues of US\$1.7 billion.

For further information, please visit [www.sita.aero](http://www.sita.aero)



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