

AIRPORTNETWORK MANAGEMENT

OUT-TASKED MANAGEMENT OF AIRPORT'S COMMUNICATIONS NETWORK

Due to passenger growth, regulatory requirements and commercial initiatives, coupled with the increased pressures of operating and managing an airport as a business, airport authorities are increasingly seeking to commoditize and out-task non-core functional activities to trusted industry partners.

ISSUES

1. Airport growth is outpacing legacy system capabilities

Passenger growth and technology innovations are commercially vital, placing increasing demand on the legacy infrastructure.

2. High cost of underutilized dedicated IT resources

Existing IT team are overburdened with strategic projects. Dedicated network management resources are underutilized.

3. Insufficient visibility of performance

Legacy monitoring, management and reporting tools are no longer performing well enough to support growth and facilitate risk assessments.

SOLUTION

SITA AirportNetwork Management provides:

- Due diligence review of entire network at the onset of engagement evaluates equipment, SLAs, vendor contracts, capacity and costs.
- Operational expense that is scalable, compared to sunk cost capital expense of dedicated IT resources and monitoring and management tools.
- Utilizes world-class monitoring and management tools 24/7, proactively monitoring performance and thresholds that breach capacity. Dedicated Site Manager reviews reports with airport management on a regular basis.

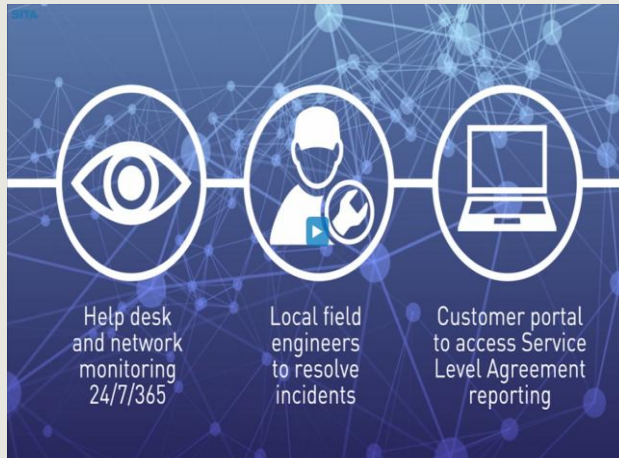
BENEFITS

- Due diligence review provides airport with a network asset evaluation, efficiency reports, and recommendations for enhancements to the infrastructure; it highlights risks that are incompatible with the airport's growth strategy.
- IT resources can be redeployed to strategic initiatives. SITA's AirportNetwork Management solution may realize savings of 20 percent in cost of operation over a five-year period.
- SITA's round-the-clock monitoring, supported by a dedicated Site Manager, provides visibility of performance and consultation, in order to evaluate demands on the network, with reviews of architectural enhancements.

20%
reduction in cost
of operation

24/7
monitoring with
world class ATI
dedicated team

HOW DOES IT WORK?



- Remote monitoring and management.
- Supported by local field engineers for Break/Fix and optional dedicated Site Manager.
- 24/7 performance reporting available with customer portal.
- Performance reviews with Airport Authority management.
- Bundled packages of services to cater for customized unique requirements.

PRODUCT COMPONENTS

- 1. Help desk**– A 24/7 multilingual Service Desk which is fully integrated with both Command Centers and uses the latest tools to capture, record and manage all customer incidents and requests.
- 2. Network management** – event management, availability monitoring, performance monitoring, trending and base lining
- 3. Network reporting** – customer interface/portal.
- 4. Break/Fix**– on-site field engineer
- 5. Maintenance** – maintenance includes service restoration management, preventive management (patches, software upgrades, proactive configuration management, ensuring that topologies and documents are accessible and up to date.)
- 6. IMACD** – planned and scheduled activity.
- 7. Inventory management** – includes due diligence
- 8. Performance analysis** – reviewed with management
- 9. Capacity planning** – reviewed as required/flagged
- 10. Security management** – network security
- 11. Contract management** – manage vendor relationships
- 12. Equipment resale** – SITA acts as vendor to the airport.

CASE STUDY

For CFOs and CIOs running busy and/or recently privatized airports, SITA is the ATI specialist for airport network management solutions. These solutions allow airports to:

1. Align their infrastructure to their strategy for growth and efficiency gains.
2. Leverage SITA business process know-how by integrating all technologies and partners throughout the ATI.
3. SITA's reputation as a partner in network management is demonstrated by the Airport Infrastructure Management contracts with BAA in the UK and with Dusseldorf Airport in Germany.

For more information please contact us at brendan.o'dowd@sita.aero

SITA

Create success. Together