



Best-in-class global end user on-site services

SITA End User Field Services offers a wide range of services to airlines, airports and other companies within the air transport industry (ATI). These services give IT infrastructure managers access to SITA field engineers at airports and all over the world. They can provide support for incident resolution, desk-side support, IMACs, on demand services and global deployments.

BACKGROUND

Customers need:

Service delivery consistency across all outstations

- Global service model
- Consistent performance
- One SLA

Predictable and controlled IT spend for field services

- Control and predict CAPEX & OPEX
- Reduce costs
- Single vendor

Agility in deploying outstations

- Global hardware deployment
- Reduced time for new site deployment

User experience

- Availability of service
- Support: proactive, remote, and desk-side
- Self-service catalog

SOLUTION

SITA is a dedicated expert to the ATI with extensive experience and know-how:

- Global fleet of field engineers
- Incidents management
- Service requests/IMAC (Install, Move, Add, Change)
- Spare management
- Logistics
- Global project deployment

SITA End User Field Services offers a one-stop-shop for global field services:

- E2E infrastructure design, transition & support
- Service Desk with ATI-specific expertise
- Break-fix
- IMAC
- Sparing/HP sparing
- Customer device support
- Hardware

BENEFITS

- Lower total cost of field services
- One partner, Service Level Agreement (SLA) and Service Level Objectives (SLO)
- Standardized service model and global coverage
- Single vendor

RESULTS

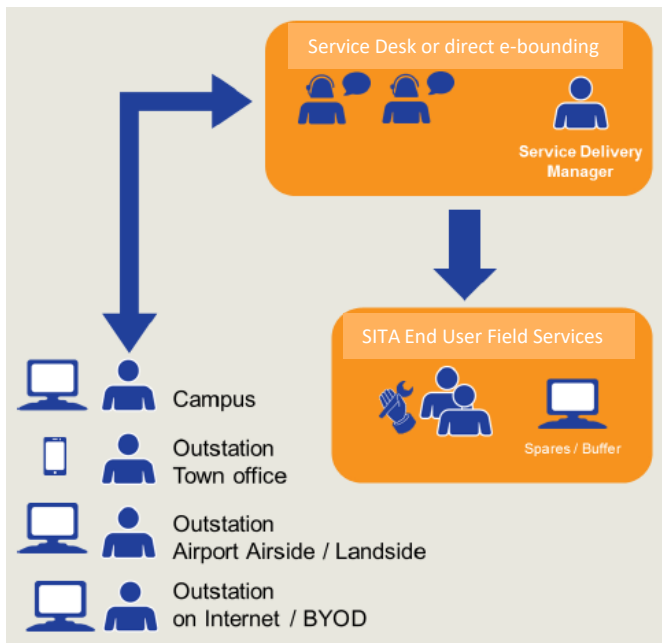
120,000
assets under
management

60,000
mission-critical ATI
workstations

30 years
of experience in



How does it work?



SOLUTION COMPONENTS

Global Field Services

- SITA End User Field Services is composed of trained field engineers who are following ITIL compliant service management procedures

Service Management function

- All field services are monitored and managed by strong processes that give immediate visibility of service levels to the customer

Service Delivery Manager

- The service delivery manager acts as a single point of contact for the customer
- They are in charge of reporting the service level to the customer and to handle baseline customer requests

Storage and spares management

- SITA can provide spare management and storage capabilities to deliver end-to-end services with a very high level of SLA

Buffer

- SITA can improve the delivery time of new equipment by adding an on-site buffer to deliver new devices with tight SLA

CASE STUDY

A Tier 2 airline needed field engineers to deploy and support the workstations in all of its outstations. They also needed to ensure a consistent SLA for desk-side support.

SITA's solution included:

- Suitable hardware provisioning
- Development of a comprehensive international rollout plan
- Transition to field support services
- On-site hardware support for tight SLAs
- End user desk-side support
- On-site standard Installation, Move, Add, Change (IMAC) catalog

Results:

- 30% reduction in delivery time for the project
- 100% of sites covered by SITA Global Field Services
- SLA levels that surpassed all other suppliers