SITA Service Management Assurance

A suite of ITIL-aligned, added-value services enabling full control of IT performance and service continuity optimization

SITA Service Management Assurance (SSMA) is the new Service Management offer from SITA. The suite provides a range of ITIL-aligned, value-added features enabling full control of IT performances and continual service improvement. SITA Service Management puts technology, processes and people to work. It's supported by 2,000 service professionals dedicated to the air transport industry (ATI). Through 24/7 worldwide availability and proactive monitoring, SITA supports the operational needs of the world's top airports and airlines.

BACKGROUND

Achieving full visibility of your IT services and infrastructure can be a challenge.

Difficulties in anticipating your IT services evolution and ensuring that your IT infrastructure and service can meet the new demands of your business

Preparing for the unexpected and minimizing the impact of incidents and problems

Proactively advising to enhance my IT efficiency so that my staff can focus on the company's business priorities

SOLUTION

SITA Service Management Assurance is a new solution aligned with ITIL best practices.

This new offer includes:

- A new SITA Service Management platform, based on the best-in-class cloud-based platform **ServiceNow**

- **An improved, more efficient CSM and Service Operations practice.** Our CSMs are experts in the ATI business and IT services. They monitor service performance and proactively advise on optimization. They also identify and fix problems before they impact your IT performance.

- **Premium Service Desk** monitors infrastructure availability and proactively opens incidents

BENEFITS

- A single user-friendly portal

- Full visibility and control of services and assets

- Online incident, service catalog and request

- Proactive services aligned to ATI business

- Personalized services for airports and airlines

- Better service quality and performance

- CSM to proactively advise customers

- Cost optimization with automation

- Ability to scale and integrate services faster

RESULTS

2000
SITA service professionals

24/7
worldwide availability

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SITA Service Management Assurance

How does it work?

SOLUTION COMPONENTS

1. Customer Success Manager (CSM)

Your CSM is your single point of contact for any questions about SITA or your service.

2. SITA Service Management platform built on ServiceNow, the top reference in Service Management IT support, gives you a single interface and inventory database.

3. 24/7/365 Service Desk

A customer interface supported by designated agents who are familiar with your systems' setup and will quickly resolve any incidents.

4. 24/7/365 proactive IT services surveillance

Any issues that could lead to an outage are detected in advance through a threshold-based detection. This then triggers troubleshooting procedures.

5. Performance management

An online and near real-time historical infrastructure and services performance reporting service.

6. Service Level Agreements

Your full infrastructure solution service availability and restoration of service commitments.

7. Expert resources

Our Service Desk is staffed by designated agents assigned to the client. All designated agents are ITIL certified.

CASE STUDY

A large western European airline was the first customer pilot onboarded on ServiceNow

The airlines' needs:

To get one unique and state-of-the-art online interface between SITA and the customer

- Full visibility of services and assets
- End-to-end service availability displayed on a geographic map and on inventory
- Ability to correlate information and navigate, thanks to a single inventory database
- Online interaction between the airlines and SITA. Ability to open incidents and submit requests/changes, track progress and interact through the portal.
- Ability to monitor performance, trends and availability dashboards and access detailed information with a click
- Access to a knowledge base, documentation and news through the portal

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How does it work?

Single Experience – End-to-End Lifecycle Management

Airlines Business and IT Operations

Airports Business and IT Operations

Service Desk Agents

Customer Success Managers

Order Management

Monitoring and Event Management

Incident Management

Performance Management

Capacity Management

Service Level Management

Asset Management

Change Management

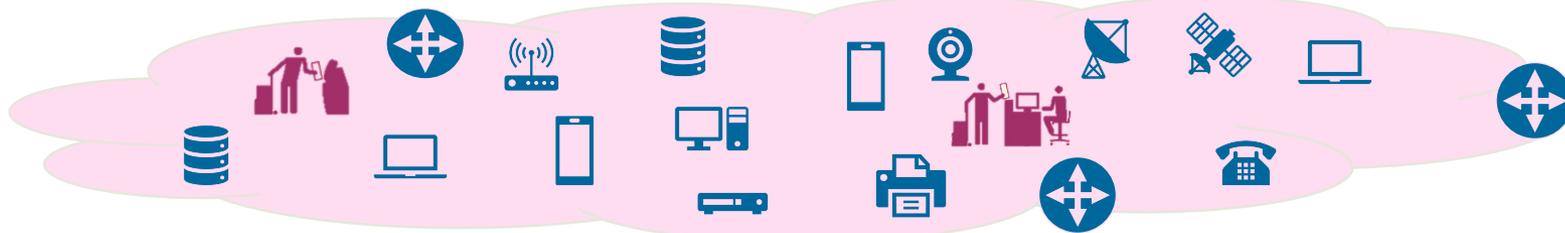Release Management

Financial Management

Request Fulfillment

Continual Service Improvement

Knowledge Management

INFRASTRUCTURE
30,000 Virtual and Physical Devices: WAN, LAN, MSA, ITM, CUTE, KIOSK, etc.

SITA

AT AIRPORTS