



Managed IT Services for Airports Around the World



From common use kiosks to back office support to airport parking systems, technology is critical to keeping airport passengers and productivity flowing smoothly. ARINC Managed Services (AMS) is here to keep your technology – and airport – operating at its best.

From basic IT maintenance and on-site technical support to remote IT systems maintenance solutions; outsourcing part or all of your airport IT needs to AMS is a major step toward achieving lower costs, higher service levels, and an optimal return on your IT investment.

ARINC

Managed Services

A Full Range of Services

Managed IT Services

Proactively managing your airport IT resources is a sure way to reduce costly downtime and disruption. But few airports can devote IT staff exclusively to the purpose. That's where ARINC Managed Services can help. We can provide around-the-clock access to highly-trained personnel to support a wide range of airport systems. The result? Lower IT costs, improved reliability and absolute peace of mind.

ITIL Service Desk

Our airport customers tell us again and again how much they value AMS' Service Desk as part of their operational team. From the experts you talk to on the phone to the technicians we dispatch in the field, AMS professionals are accountable and committed to doing whatever it takes to keep your systems and facility running smoothly.

- ▶ **Scalable Services for any Airport** – AMS can provide exactly the degree of support you need, from general product/service inquiries to 1st- and 2nd-level call resolution. We manage 40,000 calls, 30,000 e-mails and process over 100,000 trouble tickets annually for over 3,000 customers in 85 countries worldwide, so you can trust us to handle high-volume support environments.
- ▶ **Convenient Mobile Asset Management** – We'll make tracking your IT assets easier than ever using tablet-based, real-time technologies.

- ▶ **Alert Management Identifies Issues Before They Become Problems** – AMS is instantly notified of many types of airport IT system events that can affect performance – from kiosk paper levels to baggage sortation issues. The alerts are seamlessly integrated into AMS' incident management process so we are able to begin resolving the issue before a customer even knows it occurred.
- ▶ **Automated Dispatching and Escalations for Faster Response** – Automated trouble ticket dispatch and management escalations via handheld devices assures problems are resolved quickly and that nothing falls through the cracks.

IT System Maintenance

Airport customers know they can rely on us for everything from break-fix to on-site preventative maintenance services, and we take that confidence very seriously. Our airport system maintenance solutions are flexible and adaptable, including:

- ▶ **On-site support** – AMS field technicians will be at your facility, ready to take any and every issue from diagnosis to resolution, quickly and efficiently, with minimal impact on your operations.
- ▶ **On-call support** – Many small and mid-sized airports don't need full-time IT staff, but still want fast resolution to IT issues that arise. AMS on-call technicians provide the security you need, without full-time costs.

IT is that simple with AMS



Supporting all your critical systems

microFIDS™

microFIDS flight information display systems gives busy travelers up-to-the-minute flight information where they need it most and can be located where conventional FIDS systems aren't traditionally available or feasible. microFIDS lets organizations easily and affordably deploy flight, weather and destination information in a compact, wireless display that can be located in hotels, car rental facilities, shuttle buses, airport concessions, or passenger areas — anywhere travelers need it.

microFIDS includes a user-friendly management tool, **iSmart™**, that allows screen content to easily be configured to include in-house or third party advertising or valuable destination information about local attractions and points of interest to better serve customers. microFIDS requires only a power cord and wireless network access for operation. It uses standard off-the-shelf (COTS) display screens, making flight information more cost-effective with minimum hardware and installation costs.

Professional Services

From project work to site start-up, training and site management, AMS professional services teams collaborate with airport customers on strategic initiatives large and small.

Our advanced training and certifications are the best in the industry — ITIL, PMP and many technical credentials including CCNA and MCSE mean that our team is ready and able to assess your technical environment and resolve problems on the spot.

With focused airport experience, advanced training and a commitment to best practices, AMS professionals can help you succeed from the earliest phases of project planning to final implementation.

As part of ARINC, AMS understands airport environments, technologies and priorities. Our professionals not only support the full range of ARINC technology solutions, but all other leading platforms as well. From information displays, check-in, baggage handling, point-of-sale and parking, to security and more, we support the systems you depend on most.

Parking Systems

Parking access and revenue control systems can be a major source of income for many airports. AMS' highly-trained service team offers specific expertise in parking technologies, providing systems integration, support and maintenance to ensure you get the most from your investment. As the industry standard for airport IT and telecommunications systems, we provide the same trusted benchmark-quality service outside the airport as we have for decades inside. Our technicians are highly trained and can help you maximize your investment by providing outstanding maintenance and support over the life of the system.

Radio Systems

For airport operations that depend on radio communications, AMS provides the specialized expertise you need to maintain peak performance and uptime — from system installation to RFI troubleshooting. We can manage your organization's complete radio infrastructure, including all air-to-ground and Land Mobile radio systems. Our customers know they can rely on us to deliver high quality service that meets rigorous standards required for network reliability and availability.

ARINC

Managed Services

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