Tech Support Services for Airport Management Systems of an International Airport

ABOUT THE CLIENT

The client is an airport that caters to 1000+ arrivals and departures on a single day and serves 400+ domestic and 1000+ international destinations for 300+ airline operators. It handles traffic of more than 45 million passengers every year.

Business Challenge

The managed services engagement requires supporting the Airport Management System (Airport management services), including the below-mentioned operations, while maintaining world-class standards:

- Application installation, configuration & maintenance,
- Monitoring databases, network traffic and communication delays among various interconnected devices,
- Managing servers

Business Needs

The client identified the need to outsource the following operational activities to a professional organization and instead focus on the core areas:

- Critical production tickets support
- Enhancement requests
- Investigation reports
- Feature usage / documentations
- Airport management system configurations and settings
- Usability issues management
- Build and release
- Communication with L2 support for problem resolutions
- Incident management including 24x7 coverage – Level 2

CUSTOMER SUCCESS STORY
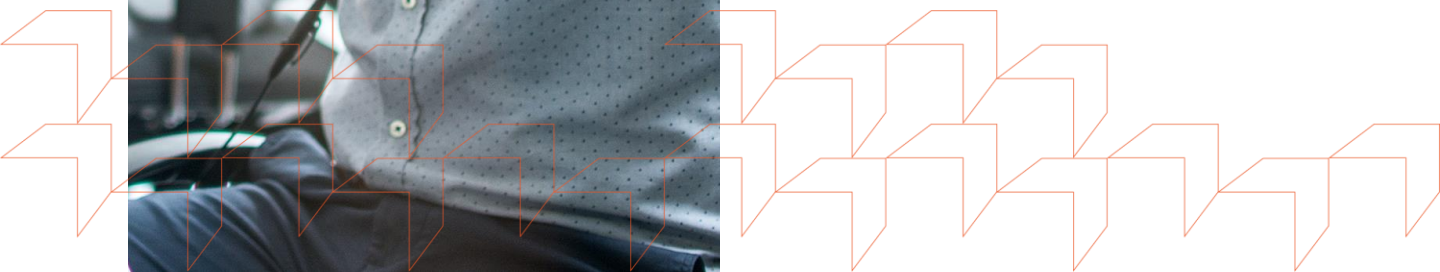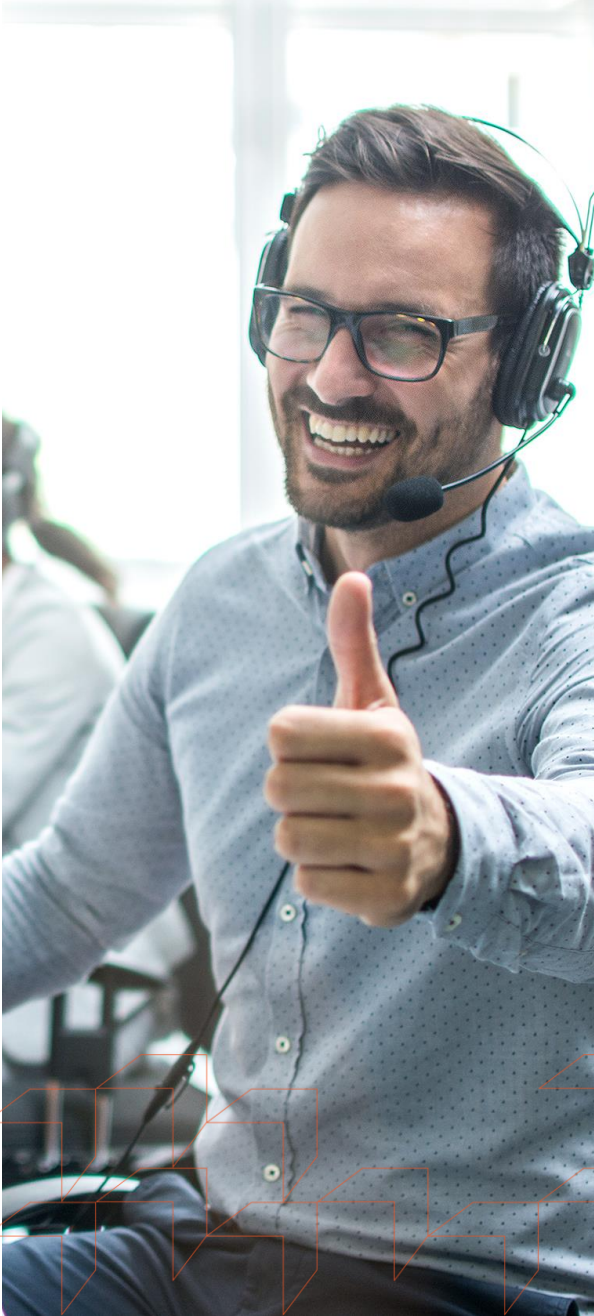
Solution

IGT set up a cross-functional team of experts in a remote model to provide service delivery management based on ITIL processes. The overall operation supported 35+ airport sites globally in a real-time 24x7 environment.

The scope of services included:

- 24x7 service availability management, including incident management and coverage programming.

- Change management, including operating system changes, database administration, communications and network management, airport common use management.

- Monitoring and proactive maintenance of servers and network. Implemented automated alert and restart system of airport management services servers depending on the transaction load resulting in significant benefits.

- Application software enhancements for databases, operating system customization, and network upgrades.

- Connectivity and communications management with airports, partner Airlines, and third-party systems like GDS.

- Supporting the onsite operations team related to functional and configuration knowledge of airport management services by providing real-time assistance.

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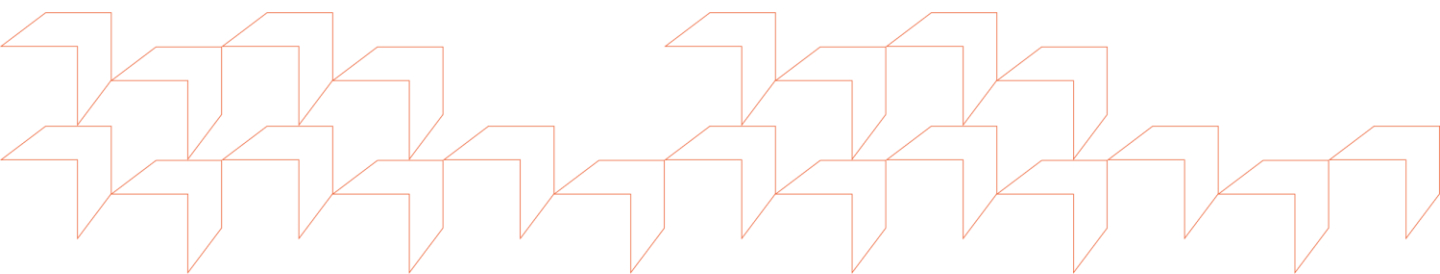
Benefits

- Helped achieve **98%** reduction in unplanned downtime and **99.99%** availability.
- Resolved critical issues in billing module leading to better financial handling.
- Improved seasonal & what-if schedule planning algorithms used by client.
- Increased operational efficiency by improving overall resource management.

Statistics

300+
Airline companies operate from the airport

1000+
Arrival/departures per day

500+
Counters at airport

300+
Gates/stands

Tools & Technologies

- Socket Programming over TCP/IP,, Common Use, IBM Information Broker, IATA Type-A / Type-B messaging