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Getronics Airport Solutions

What's going on with Airports today?

The significant drop in passenger numbers has affected revenues dramatically – likely to impact into 2023. Covid itself leads to needing additional health checks at entrance points, causing extra cost, annoyance and delays.

Airports are now under pressure to find ways in which to reduce both IT expenditure and overall airport running costs. At the same time, they need to re-assure travellers both of their safety and comfort to bring back their confidence while delivering a positive, even joyful, experience.

Why "changing shape" has become a priority for the travel industry as a whole – and airports even more so

- Retaining permanent headcount with the loss of revenue has challenged every airport's IT team and budgets.
- More than ever before, the management of airport facilities, equipment, and building infrastructure needs to be undertaken with greater efficiency – and fewer personnel.
- IT, however, can greatly assist the overall aim by integrating and presenting all such information remotely as a single pane of glass, enabling automation, central and remote visibility, and better control to drive improvements and make informed decisions.

What is driving change in airports?

Changing Needs	Business Outcomes
Competitive Attractiveness Airports need to re-vitalise, increase attractiveness to both airlines and passengers in an ever more competitive market.	Enablement of real-time management for all airport systems, significantly increasing efficiency, and improving the passenger experience.
Productivity Needs Adoption and increase of automation to transit more planes and passengers in a given time.	Lower cost per passenger and per plane improves competitiveness.
Digital Competition Driven by the expectations of ever-greater levels and accuracy of the information for passengers, airlines, and airport personnel.	Integrating "all" systems data provides a single view of the airport flow – offering accurate information, predict behaviour and drive improvements.
Improve Decision Making The need to be competitive attractive and to be profitable drives attention towards even the smallest detail.	Energy efficiency, take-off slot utilisation, and queue management are all improved by having an integrated visualisation and a degree of automation.

Taking back control

The flow through any airport has many contributing factors – some beyond the airport's control, for instance, air traffic. But anything that is within the airport team's reach can and must run like clockwork!

A push-back slot must be met. A gangway must be available to meet an arrival. And in between, everything needs coordinating, including energy, personnel management, information, and even safety.

Arrivals →

- Gangway temperature and lighting
- Passenger transit pathway, travelator & information
- Luggage belt and push communications
- Onward travel information
- Hygiene and Covid safety and controls

Hundreds of things need to work seamlessly to enable each of these parts to work together. Real-time status and visibility in an airport are critical for this to happen.

Are the lifts working? Are the travelators functional? Are the access doors in the correct configuration? And beyond, are the runway lights functional? Are all display screens up to date? Are the luggage systems working? **These are all questions that won't take "no" for an answer.**

← Departure

- Car park information
- Transit to check-in
- Shop/restaurant flow
- Gate signage and notifications
- Route to boarding gates
- Gangway temperature and lighting

The integrated airport

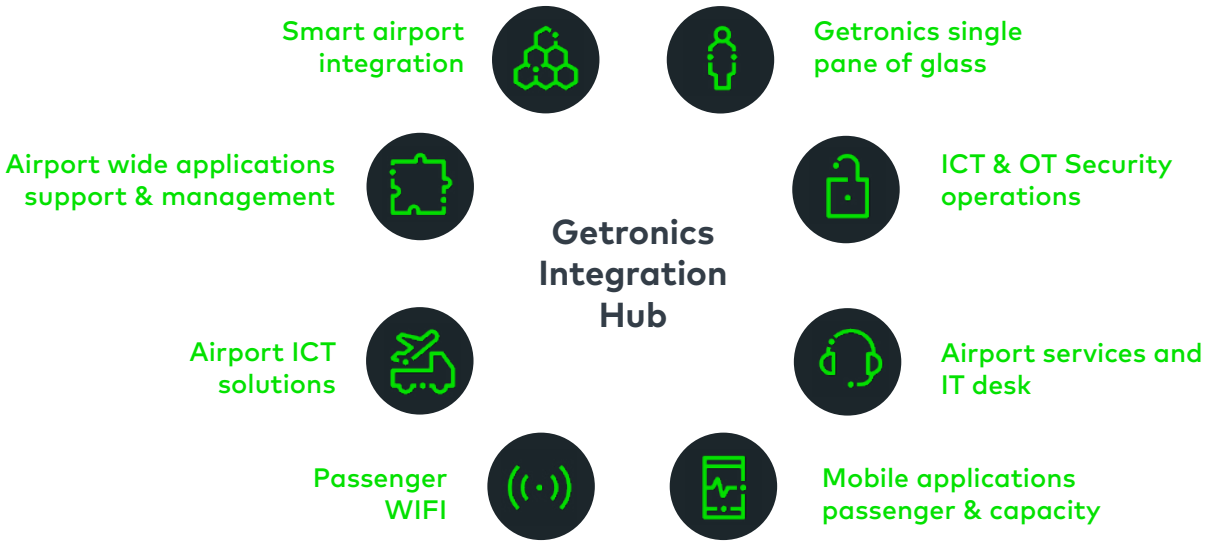
Every platform, system and application of an airport has the ability to disrupt the best efforts to co-ordinate, to manage and to ensure a "steady flow" of all airport movement. To stimulate confidence, calm and accurate timing, everything needs to work seamlessly.

No airport can rip and replace everything, but the integration of each element and the production of a rule- and flow-based **single pane of glass**, with remote management capability and progressive levels of automation, will achieve:

- Operational excellence
- Increased cost-efficiency
- A delightful – and safe – passenger experience

Getronics Airport Solutions

From managing critical infrastructures to delivering bespoke applications, managed networks, and IT support, we bring together information and operational technology into one single pane of glass to enable the transformation of your airport, driving efficiencies and delivering an exceptional passenger experience.



Passenger Benefits		Airport Benefits
Passengers must have easy, accurate, and timely access to flight information.	**Information**	Information points and call centers can deal with important, more urgent tasks.
Customers' movement must flow efficiently.	**Passenger Flow**	A better passenger flow enables enhanced use of airport facilities. Ultimately it also enables more flights and passengers to be handled.
Passengers can enjoy a clean and secure environment.	**Safety**	Seamless orchestration of maintenance, security and cleaning services.
Passengers must be in a comfortable environment.	**Confort**	Drive competitive advantage through better services and experience.
Relaxed, informed passengers will access services that allow them to take advantage of their dwell time.	**Services**	Additional revenue through retail, hospitality and commercial areas.

Bringing it all together

Secure By Design

Business Applications
Manufacturing
Legal
Hospitals
Airport
Finance

Smart
Transport
Airports
Buildings
Integration hub
Single Pane of Glass

Hybrid Cloud
Getronics Cloud
AZURE
AWS

Transformation & Innovation
Transformation advisory
Business Change Management
As a Service delivery
Service Adoption Tracking

Digital Insights
Data Analytic
XLA
Online Portal
Automated Chatbots
Auto-heal

Global Field
Support in over 180 Countries
Global Workspace Alliance -GWA

Service Desk
Change
Asset
Problem
ITIL
Availability
Knowledge
Release
Capacity
Event
Config

Workplace
Managed Cloud Office
Remote Workplace
Cloud Telephony
Cloud App Security
UCaaS
identity & Access Management
Persona Fingerprinting
Device as a service
Unified Endpoint Management
Hosted Desktops
Application Packaging

Talk to us

Over 60 airports, including large international hubs, already trust in Getronics' Airport Solutions. Talk to our experts to learn more. www.getronics.com

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