ARINC | airports

Managed IT services for airports around the world

Rockwell Collins

ARINC | airports

ARINC Managed Services (AMS)

A full range of services

Technology is critical to keeping airport passengers flowing and productivity high. Rockwell Collins' 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.

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 that purpose. That's where AMS 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 emails 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.

> **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 can 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 seriously. Our airport system maintenance solutions are flexible and adaptable and designed to meet your specific needs.

> **On-site support** – AMS field technicians will be at your facility, ready to take on 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.

ARINC microFIDS™

Rockwell Collins' ARINC microFIDS™ flight information display systems give 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. ARINC 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.

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.

Supporting all your critical systems

AMS understands airport environments, technologies and priorities. Our professionals not only support the full range of Rockwell Collins airports 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 provides an end-to-end service management and support solution for your parking systems. By supplementing your current solution, AMS enables your organization to operate more efficiently, with less downtime and at a lower cost. As the industry standard for airport IT systems, we provide the same trusted benchmark-quality service outside the airport as we have for decades inside.

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.

Rockwell Collins

Rockwell Collins

170 Jennifer Road | Suite 200
Annapolis, MD 21401 USA
+1 866.440.7202
ams@arinc.com
rockwellcollins.com/arinc/airports/ams

About Rockwell Collins

Rockwell Collins is a pioneer in the development and deployment of innovative communication and aviation electronic solutions for commercial and government applications. Our ARINC information management services offer seamless, secure and reliable solutions to customers in the aviation & airport, rail and critical infrastructure sectors. Rockwell Collins' Information Management Services (IMS) business, formed after Rockwell Collins acquired ARINC Incorporated in 2013, enables mission-critical data and voice communications and management throughout the world.