FIELDSERVICE

Product Overview

End User Computing

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GLOBAL REACH – LOCAL TOUCH

We all live and work in a world economy that is truly global. People, services, goods and information can be needed anywhere and anytime. The trend started back in the 20th century but keeps growing rapidly. Companies are now forced to support their activities around the globe and often 24/7. In Air Traffic Industry (ATI) we can often see our customer struggling to do remote site management without exaggerated costs of travel and administrative burden.

Airlines can now-a-days fly to much more diverse locations than they used in the past and even change their locations periodically. This puts additional stress on them for local support of their activities, while they are usually running centrally or from specific hubs. One option is to fly-in their own personnel and struggle with travel, visa, accommodation and other costs. Or they often start searching for local providers whose management can be tricky and costly due to time, language and administrative reasons.

SITA's FieldService truly covers the Globe from the busiest transport hubs to the most remote areas. No matter if you need a permanent presence of a Field Engineer or just one-time activity performed, we can do this for you in one or multiple locations. SITA FieldService team as a single point of contact with years of experience arranges asset deployment, SW installations, repairs, maintenance all with predictable costs and high-quality outcomes. You don't need to worry about searching for local contacts, stress with managing multiple resources at different time zones and struggle with unexpected charges as long as you use SITA FieldService.

SITA OFFER

So, what is on offer? SITA End User Computing product called FieldService uses the full strength of SITA global presence. We have hundreds of highly qualified and centrally managed staff in virtually all the corners of the World. With our central team, we can dispatch Field Engineers on site within 48 hours from your notice (for IMAC request or any specific work described in a procedure) and in cases of permanent deployment we can arrange up to 60 minute SLAs (for incidents).

Number of Active Customers
- Over 200
- 100-200
- 50-100
- 20-50
- Less than 20
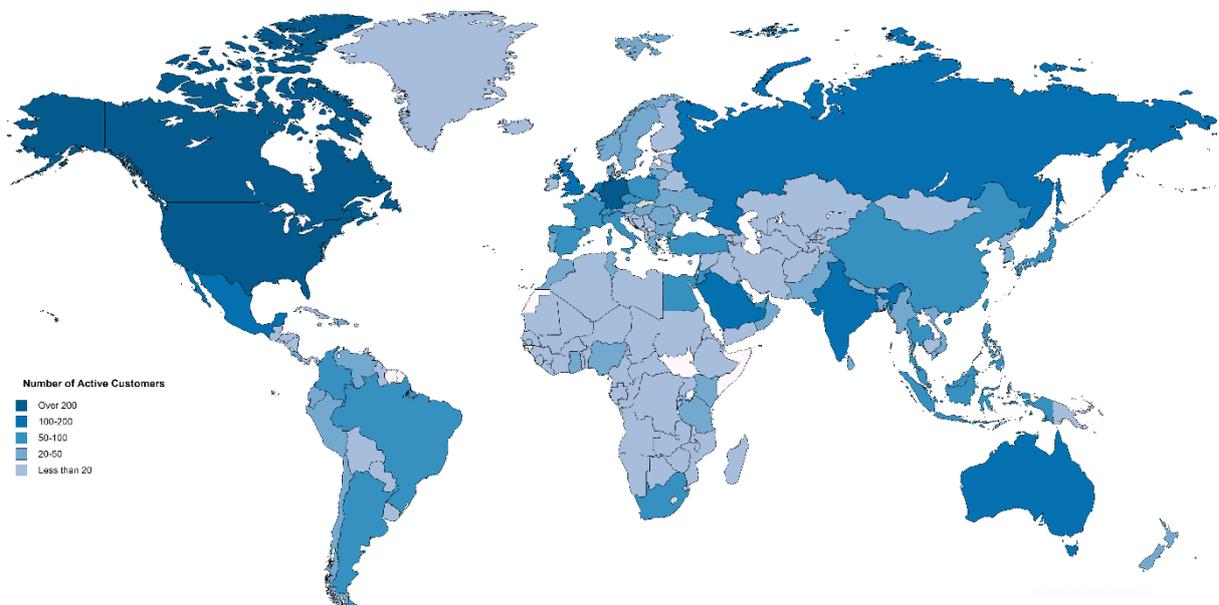
As this map of our active Customers shows, we truly can deliver almost anywhere so why should you worry about contacting local suppliers and spending your valuable time managing them remotely?

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Once you express your interest in the services we offer on Marketplace.aero, our team will shortly get in touch with you to present you with a custom-made offer to support any activity you need performed without all the heavy and time-consuming activities usually required to act abroad.

WHO DO WE SERVE?

Airlines   Airports   Aircraft   Governments   Ground Handlers   Air Traffic Control   Aerospace   Travel Distribution

WHAT MAKES US UNIQUE?

- We have real global footprint and can provide services even in the most remote locations.

  SITA FieldService coverage is truly global, from the Arctic to tropical paradises, your activities can always be managed by us under the same guaranteed quality and with a single point of contact to ease your stress level.

- Our Field Engineers have guaranteed skills and are held accountable for proper delivery of requested service.

- SITA FieldService product can briskly arrange any type of quick Field dispatch with guaranteed Time & Material price or bigger Project-like activities with custom pricing.

>60 different languages spoken   >140 nationalities represented   2100 APPROX People in our offshore operations   >135 Countries have a SITA presence   46% Service-focused staff

KEY FEATURES

- Guaranteed level of quality or activity performed by either direct SITA Field Engineer or Accredited Service Provider.

- Single point of contact for the Customer for getting proposal, managing the field activity or billing results in minimum time spent on even most difficult activities.

- Very agile and Customer-oriented approach of End User Computing Team allows for almost no gap between confirming the Scope of Activity and actual delivery.

- Global reach to all the Customer´s location if it is in an Airport, Town Office or anywhere else.

- One point of contact for the customer, so no hassle with managing multiple resources around the Globe.

- Predictable costs regardless the scope of the activity.

- Air Traffic Industry touch so no worries about access to secure location, SITA truly understands our Customer business.

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- FieldService is designed for the special needs of Air Traffic Industry if it is no business disruption, accountability for quality of work or global footprint all with more than 60 years of experience.

- End User Computing team can provide you with all scales of activity no matter if it is a one-time repair or permanent maintenance anywhere and anytime.

- Proven 60 years of ATI customer experience.

- Ability to deliver repair, maintenance, deployment of new assets or other activity within 48 business hours from the moment the scope is agreed by both SITA and Customer.

- An established team of experts in Air Traffic Industry business available to help on all your queries.

BENEFITS FOR AIRPORTS

- Save money and stop sending your field engineers from HQ with spare devices to replace failing equipment in your outstations

- Accelerate the resolution of incidents on devices failing in your outstations by accessing local resources

- Bring agility in the setup of the IT infrastructure for your new routes

- Benefit from the economy of scale that SITA can bring you for your local IT operations

BENEFITS FOR AIRLINES

- Optimize your workforce by using them on higher value activities and delegate the Break&Fix interventions

- Temporarily re-scale your IT team to handle major projects

- Commercialize on-site intervention to your tenants

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