ADOIT

Advancing Towards Higher Productivity, Better Quality and Sustainable Growth with BOC

IT Service Management support for Vienna International Airport

Flughafen Wien AG

The Flughafen Wien AG is the operator of Vienna International Airport. They offer a large service portfolio starting with the operation of the airport through to handling ground services and security services. On top of that, Flughafen Wien AG acts as a infrastructure provider and creates jobs for approximately 19,000 people in Schwechat.

With its favourable location at the heart of Europe and driven by continuous expansion, the Vienna International Airport has evolved into one of the most significant hubs for Central and Eastern Europe.

Facts and figures:

Company name
Flughafen Wien AG
Headquarters
Schwechat, Austria
Revenue
548 m. Euro
Industry
Aviation
Website
www.viennaairport.com

BOC: IT Service Management partner of the Vienna International Airport

Nowadays, it is not feasible to operate an airport terminal without applying information and communication technology (ICT). Just like airplanes and terminals, ICT components need to be operated, monitored and maintained.

For day-to-day operations, it is necessary to implement ICT processes such as incident management, change management and operation control. Continuous monitoring of IT services is necessary, e.g., to improve reaction times in case of failure. Service level agreements between different departments of the airport are used to agree upon the quality of the IT services. Maintenance contracts are also used as a type of "reinsurance" for outsourced IT services.

BOC has been supporting the Vienna International Airport with the implementation of the above mentioned operating concepts based on international standards, such as COBIT, ITIL and TOGAF. These concepts ensure high-quality operation of ICT based on current customer requirements and during the further development and expansion of ICT starting with the operation of Check-In 3.

Contact and more information: www.boc-group.com/adoit

Figure: Flughafen Wien AG; Text: "Check-In 3", 2012, Flughafen Wien AG

BOC
www.boc-group.com

IT-based Management Solutions for Your Success