



Services tailored to  
your every need

# Boost airport performance with our service expertise



**Keep your airfield and gate systems running** 24/7 with ADB SAFEGATE's full range of support and maintenance services. Our geographically distributed team and technology-based solutions make our services reliable and cost-effective.

You can **leverage our know-how** with standalone services on demand or choose from

three paid service plans designed to fit your budget and provide on-time support where you most need it.

**Keen to move beyond?** Our value-oriented approach to maintenance services makes a difference. Ask for end-result maintenance services that can be customized to meet your requirements.

## Get peace of mind with service plans

Service Level Agreements (SLAs) for your critical systems ensure access to skilled and flexible support teams, optimized maintenance programs, new technology and best practices that rival industry standards.

Whether it's remote support or onsite intervention, you can get "Service on Demand" based on hourly or daily rates. If it's faster reaction times, a wider range of included services, and preferential rates for optional services, choose from our three paid plans - basic, advanced and premium. The pricing depends on the scope of supported equipment, chosen service plan and scheduled optional services.

## Secure critical airfield and gate systems

- Control and Monitoring Systems (CMS)
- Individual Light Control and Monitoring Systems (ILCMS)
- Constant Current Regulators (CCRs)
- Apron management system (SAM)
- Advanced Visual Docking Guidance Systems (A-VDGS)

## Support tailored to every need

| Support                             | Service on Demand | Basic              | Advanced          | Premium           |
|-------------------------------------|-------------------|--------------------|-------------------|-------------------|
| Service desk                        | 8/5 available     | 8/5 included       | 24/7 included     | 24/7 included     |
| Customer online portal <sup>1</sup> | public            | custom             | custom            | custom            |
| Remote access <sup>2</sup>          | available         | included           | included          | included          |
| Remote monitoring <sup>3</sup>      | x                 | x                  | x                 | optional          |
| Reporting                           | x                 | x                  | quarterly         | monthly           |
| Reaction time                       | < 5 business days | < 8 h              | < 4 h             | < 1 h             |
| On-site arrival time                | x                 | < 10 business days | < 5 days          | < 3 days          |
| Scheduled services                  | x                 | annual inspection  | annual inspection | annual inspection |
| Optional services                   | available         | available          | available         | available         |

<sup>1</sup>Online portal uses JIRA Service Desk internet service and enables customers to self-register and track requests. Basic, advanced and premium plan users also get access to the knowledge base.

<sup>2</sup>Remote access is a remote support service using secure VPN remote access to improve the effectiveness of the service desk support and enable delivery of remote services.

<sup>3</sup>Service conditions are defined on case-to-case basis.



## More value with optional services

**Inspection:** typically conducted once a year by our experts on site to check if systems are in top condition, which helps prolong asset lifetime and maximize serviceability.

**Preventive maintenance:** protect your airport against equipment failure and save time and money with systematic on-site inspection and maintenance at scheduled intervals.

**Stocking of spare parts:** enables quick dispatching of spare parts and products held in stock, usually on the next business day.

**User training:** on-demand or scheduled, standard or customized, our experts offer professional maintenance training.

**Photometric measurement:** ensures the proper light intensity of airfield lighting and compliance with standards.

**ALIS:** Easily register airside assets, schedule maintenance, digitally track your asset's lifecycle and aid compliance management with ICAO and FAA maintenance standards.

**Intervention:** on-demand technical assistance on site when your equipment requires troubleshooting.

**Change, update, upgrade, commissioning:** usually specified and offered on case-to-case basis using a framework with hourly rates.

**Survey:** from inspecting indoor and outdoor equipment, performing measurements and functional tests to conducting GPS positioning and verifying regulatory compliance, our experts can assess your infrastructure and summarize findings in a written report.

**Gate log file analysis:** get our analytics expertise and tools on-demand to reconstruct a failed aircraft docking operation and identify what most likely caused this event.

**Gate aircraft profile update:** on-demand update for your Safedock systems to dock new aircraft types.

**Airfield system log files analysis:** anticipate and take preemptive action using recommendations by our expert who remotely reviews system log files for anomalies that may indicate problems before they occur.

### Customized maintenance

We work with your airport team to design agreements to suit your specifications.

#### Maintenance as a service (MaaS):

an end-result contract where we take full responsibility for servicing visual navigation aids and related systems to ensure continuous airside operation, with the agreed upon scope, conditions, metrics and targets.

#### Facility management (FM):

ensure full functionality of your airside, relying on our multidisciplinary team via SLAs, operations and maintenance, planning, and a host of services.

## Our expertise in action



We support more than 100 global airports with our services and maintenance agreements, including the world's leading airports:

- Atlanta Hartsfield-Jackson Airport
- Chicago O'Hare Airport
- Toronto Pearson International Airport
- Brisbane Airport
- Dubai International Airport
- Frankfurt Airport
- Guangzhou Baiyun International Airport
- Heathrow Airport
- Hamad International Airport
- Kigali International Airport
- Paris Charles de Gaulle Airport
- Rajiv Gandhi International Airport
- Taiwan Taoyuan International Airport
- Warsaw Chopin Airport

For more details, contact your local sales representative via our website:  
[www.adbsafegate.com/contact/](http://www.adbsafegate.com/contact/)

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