MATERNA
IPS
intelligent passenger solutions

Cloud and managed services for the aviation industry

We manage your services and run your applications

Airports and airlines live in an application-ecosystem that is highly dynamic and demanding. They are now making large investments in new services for modern passenger processing.

Materna has been a leading player in the aviation industry for over three decades now. Our customers include airports, airlines and ground handling companies like easyJet, Emirates, DNATA, Gatwick, Germanwings, Hamburg Airport, Lufthansa, John Wayne Airport, Swedavia, Oslo, Toronto and Vienna Airport.

Our long-term track record is your guarantee for field-proven, reliable, secure and cost-efficient solutions that simplify your passengers' journey. With our first-class managed services support, software and hardware products, you can offer your passengers a seamless user experience from curbside to boarding, from home to destination. Our one-stop-shop portfolio consists of check-in, baggage drop-off and access solutions combined with payment, biometric and field services.

Your passengers expect those services to be available all the time and we can help you to fulfill those requirements with proactive maintenance, instead of just reacting when things go wrong. Our certified cloud-based data center can host and monitor your applications 24/7 and our service team can take care of all your equipment out in the field. We solve issues before they become problems by knowing the status of your applications, devices and connections.
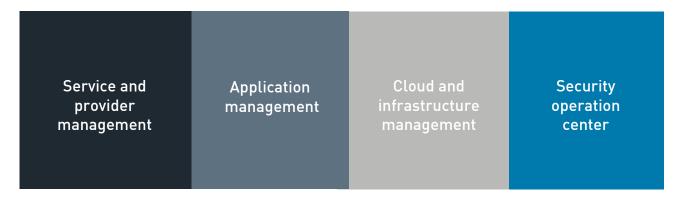
We can tell you when to send your technicians out to do predictive maintenance or repairs before issues become problems and before your passengers suffer from any delays or inconvenience, or even better, you can completely outsource all those tasks to us. With us, you can easily monitor your traffic numbers, upcoming maintenance requirements, failures, downtime or peak loads in our intuitive dashboard-based control center. We are there to ensure you can provide your customers with an outstanding end-to-end experience when they use your airport or airline. You, as our customer, can then devote your energy to the most important task of developing your business.

We simplify your passengers' journey – from home to destination.

Materna managed services – you are free to focus on your core business

Full managed services
Ensuring your benefit

Service and provider management	Application management	Cloud and infrastructure management	Security operation center

Our modular setup means you stay flexible and can choose and define the options and features of the services you would like us to implement. We integrate us seamlessly in your value chain.

Managed services
Options and features

Service and provider management	Application management	Cloud and infrastructure management
Full managed services		
Managed services		Aviation customer
Service management	Aviation customer	
Aviation customer	Application management	Aviation customer
Service management	Aviation customer	CIM

Service & provider management

- ✓ **ITIL service management**
  for all components

- ✓ **Monitoring and alerts**
  in case of incidents, management of the overall solution process

- ✓ **Multiprovider management**
  operations and control over all providers in the value chain

Application management

- ✓ **Operation and management**
  of all applications including all components and interfaces

- ✓ **Application support**
  and configuration management

Cloud & infrastructure management

- ✓ **Operation of the network and infrastructure**
  in any cloud, in your own data centre or in ours

- ✓ **Backup and recovery**

Security operation center

- ✓ **Process management, consulting and auditing**

- ✓ **Implementation of security services, security processes and information security management systems (ISMS)**
  based on the enterprise service management systems from the leading vendors

Our references

Airlines:

- Austrian Airlines
- British Airways
- Cathay Pacific Airways
- EasyJet
- Finavia
- Lufthansa
- Norwegian Airlines
- TUI Airways
- Virgin Atlantic
- West Jet

Airports:

- Athens Airport
- Gatwick Airport
- Hamburg Airport
- Denver International Airport

Service support

Our service support desk and our application management team is available 24/7 to ensure secure operations and service level fulfillment.

Service support team

- Experts in maintaining large and distributed infrastructures
- Experts in IPS services providing high quality managed services
- Well-trained and skilled service mindset to meet the demands of the aviation business

Your added value in our service lifecycles

- Professional enterprise service monitoring
- ITIL-based operational processes
- PCI-compliant
- Integrated product support
- License management
- KPI-driven service improvements
- Supervision and guidance for all architectural changes during the cycles
- Roadmap-based on your business and technology development
- Service support team
- Continuous training of our team
- Continuous learning and proactive service improvement proposals

Even when it comes to the operation of your portal or content management system as well as innovative solutions such as chatbots, please contact us.

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MATERNA
IPS intelligent
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solutions

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