

## **Managed Services**

Infrastructure Management,  
Hosting & Monitoring



## Managed Services

Materna IPS is a leading player in the aviation industry for more than three decades now. Our goal is to make passenger handling as easy as possible and to help airports offer best service to passengers.

Worldwide customers include airports, airlines, and ground handling companies, e.g. Lufthansa, easyJet, Westjet, Eurowings, Denver, Toronto Pearson, John Wayne Airport, Montreal, Quebec, Fort McMurray, Bangalore, Tokyo Haneda, London Gatwick, Oslo, Stockholm, Vienna, Athens, Budapest, Milano Malpensa, Bergamo, Hamburg and Berlin.

Materna IPS' well-proven software portfolio includes Common Use-based applications for kiosk, online check-in, self bag drop and solutions for secure access and self-boarding. For a seamless travel experience, biometric identification as well as RFID technology and payment services are also integrated into the respective solutions.

The goal of airports and airlines is to provide passengers with a smooth and efficient journey. It is therefore necessary that all services are permanently available and operational.

Materna IPS' Managed Services take responsibility for the efficient operation of your IT infrastructure.

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# IT Management with IPS Managed Services

Materna IPS' Managed Services for the Self-Bag-Drop and Check-In help to minimize task complexity and daily challenges on your IT department, enabling you to focus on your most important business priorities. Further, Materna offers resources and focused expertise to manage and handle the infrastructure necessary for a smooth operation.

The modular concept of the IPS Managed Services allows you to stay flexible and choose options and features of the services you would like to implement.

IPS Fully Managed Services consist of mainly 4 components:



## Service-Provider Management



## Application Management



## Business-Service Monitoring



## Cloud- and Infrastructure Management





## Service- and Provider Management

Materna organizes its operational processes according to the ITIL standard, which includes the following main processes:

### 1. Incident Management

- Incident reception via Service Support Desk (24x7x365)
- Technically educated personnel to perform first fix solution attempts
- On call administrative support unit (24x7x365)
- Implementation of interfaces for guaranteed short reaction times

### 2. Problem Management

- Prevention of problems and resulting incidents
- Eliminations of recurring incidents
- Minimization of an incident's impact
- Identification of underlying cause of an incident

### 3. Change Management

- Controlled change requests

- Change advisory board

- Dedicated change manager

### 4. Service Manager

- Responsible for the delivery of the service and the compliance with SLAs
- Service review meetings

### 5. Knowledge Management

- Data base with all customer-, project- or project-relevant information
- Known errors data base
- Configuration management data base

### 6. Reporting

- Customized reporting based on airport's needs
- Capacity monitoring and reporting





## Application Management

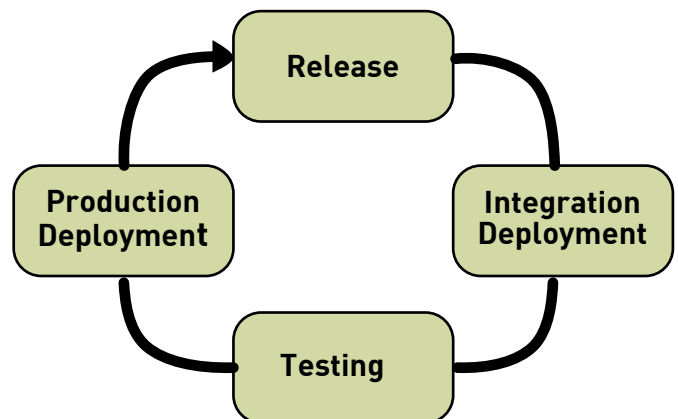
Application Management including deployment and life-cycle management of software releases:

### 1. Application Management

- Release Deployment
- Green-Blue release deployment to reduce downtime and risk
- Deployment of patches and (hot-)fixes
- Rollback process
- Operating system maintenance

### 2. Device Software Deployment

- Automated remote installation, deployment and software updates modules utilizing DX-Union
- Scheduled roll-outs
- Predefined rollback packages





## Business-Service Monitoring

Materna uses SNMP based monitoring solutions. Monitoring will be flexibly aligned and extended to meet various hardware, software and business process monitoring requirements.

### 1. Kiosk Component Monitoring

- Kiosks monitoring will trigger an automatic notification (email) towards the party responsible for clearing that particular incident.



#### Hardware Components

Scales, scanners, conveyors, printers, payment modules etc.



#### Software Components

Drivers, CUSS Platform, kiosk applications + additional software components

### 2. Backend Monitoring

- Monitoring endpoints at application servers

### 3. Reactive Maintenance

- Automatic notifications to the responsible onsite provider
- Details of this monitoring and alarming processes are customizable

### 4. Predictive Maintenance

- Informs providers about the current usage of the self-service device
- Determines the intervals of hardware maintenance
- Proactively addresses issues, ensuring continuous availability





## Cloud- and Infrastructure Management

Materna IPS recommends a modern, future ready, cloud infrastructure set-up.  
A detailed implementation will be realized in cooperation with the customer.

### 1. SaaS Management

- Supports operational activities, processes, workflows and functions
- SaaS management systematically reduces risks
- Relies on automation and continuous discovery to stop spiraling costs
- Complete transparency via decentralized managed IT
- Offers usage plans to track their usage or utilization [Usage Dashboard]
- Efficient and scalable operation workflows
- Optimization of licenses by upgrading or downgrading based on the requirements

### 2. Server, Infrastructure and Cloud Operations

- The setup and maintenance of the infrastructure is performed remotely by Materna.
- All operational work is performed remotely by Materna Operation Center staff
- The necessary infrastructure for the operation of the services is created in the cloud service provider's virtual environment



For more information:  
**[www.materna-ips.com](http://www.materna-ips.com)**