

# AIRPORT 2.0 – FLYING BEGINS ON THE GROUND

## GREATER EFFICIENCY FROM LANDING TO TAKE-OFF

B.24  
Channel 8

Use Case  
Airport 2.0

T-Systems



- Airlines lose 1,5 – 2 billion € per year caused by delays
- Keeping up efficiency in daily operations is key to
  - providing quality of service according to SLAs
  - using costly resources as planned
- T-Systems' solution covers all airport specific processes and is delivered
  - as classic local installation - for large airports - and
  - as SaaS/Cloud service for small and mid-size airports

**FROM TOUCH-DOWN TILL TAKE-OFF: „IN TIME“:  
ZERO DISTANCE TO THE CUSTOMER!**

# AIRPORT 2.0

## MARKET TRENDS & NEW COMPETITORS

- Growing Aviation Industry
- Economic fluctuations



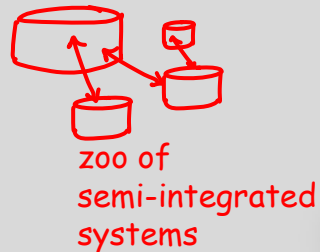
## BUSINESS PAIN POINTS

- Daily operations:
  - Keep up efficiency
  - quality according SLA
  - costs as planned despite irregularities
- Acquisition:
  - Reasonable planning (quality and costs) to create competitive bids



## IT PAIN POINTS

- Increasing demand for real-time-BI and forecasting
- How to analyze passenger flow



## ICT SOLUTIONS

- All airport specific processes are covered
- Delivered
  - as classic local installation (large airports) and
  - as SaaS/Cloud service (small and mid-size airports)

## PORTFOLIO

- Travel, transport & Logistic Services
- Airport Management
- SAP for Aviation
- Mobile Enterprise
- Cross selling: Infrastructure and desktop services

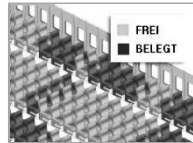




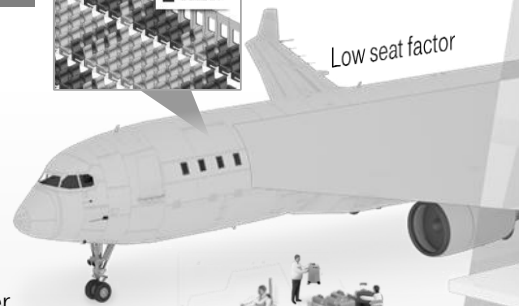
# IRREGULARITY IS THE REGULAR MODE OF OPERATION AT AIRPORTS. QUALITY DECREASES, COSTS RISE.



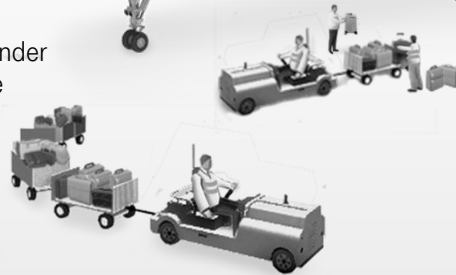
Flight LH 1505  
delayed 15min



Low seat factor



Mobile workforce under pressure due to late information



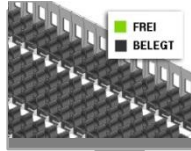
## THE SITUATION AT AIRPORTS

- 45% of flights are delayed -> increasing trend\*
- Average delay 33min\*
- Reasons for delays: weather, "domino-effects", strikes, limited airport capacity
- 1% baggage loss
- Airlines lose 1,5 – 2 billion € per year caused by delays

# MANAGE IRREGS. KEEP UP EFFICIENCY.



Flight LH 1505  
delayed 15 min



Optimized seat factor

Real-time information for  
mobile workforce



Flights on time,  
minimized delays

Efficient use of resources  
at all parties

## Total Airport Management

Planning and operational support for all airport processes

### Information

to whom it concerns

### Better coordination

due to collaborative decision making

### Satisfied airlines

by minimized ground  
time

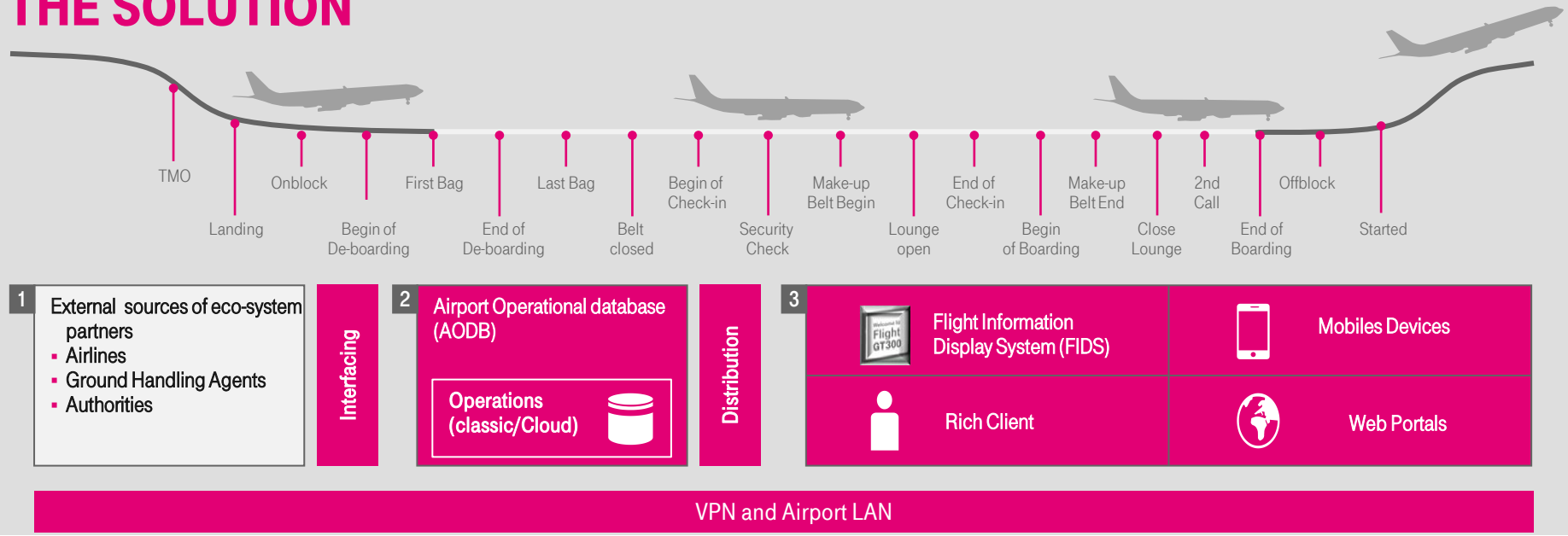
### Satisfied passengers

due to flight on time or minimized delay

**More capacity** due to  
minimized ground time and  
optimized use of limited resources



# THE SOLUTION



Data collection from sources

Central data consolidation and decision making

Real-time provision of information to all players

## Total Airport Management Solution

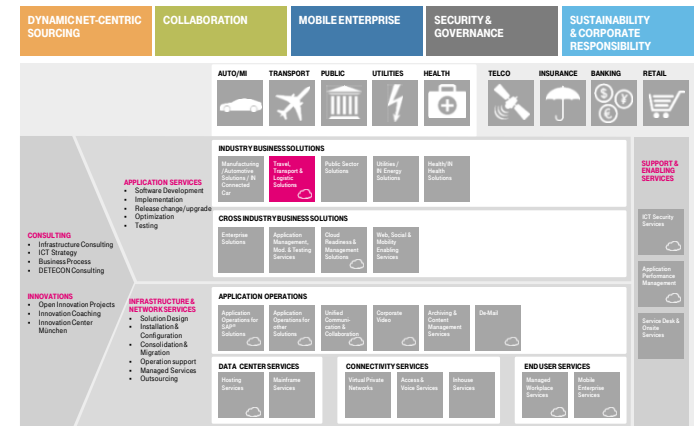
# T-SYSTEMS PORTFOLIO

**Travel, Transport & Logistic Solutions**

- as classic local installation (large airports)
- as SaaS/Cloud service (small and mid-size airports)
- Solution for Ground Handling Agents

**NEW**

**NEW**





# THE SOLUTION.




## Airport Operation & Ground Handling


### AVIATION SOLUTION PORTFOLIO

   **ASIMSpus** Advanced IATA Messaging System

  **A-CDM Broker** Solution for Airport Collaborative Decision Making

 **AMB** Advance Message Broker

 **AVD** Aerial View Display


 **SAMS** Slot allocation and management system



### CORE MODULES


   **AODB** Airport Operational Database


  **RMS** Resource Management System for Airport Resources


  **GHAMS** Ground Handling Management System



  **FIDS** Flight Information Display System

  **PPC** Passenger Processing Control

 **CAT** Check-In Allocation System

 **BCIS** Baggage Claim Control & Information System

 **BHS** Baggage High Level Control System

  **BI** Airport Business Intelligence

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