



ARINC Managed Services

Managed IT services
for airports and more

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Drive costs down and service levels up

The enterprise landscape is evolving at a fast pace, and the pressure to introduce new technologies into your IT environment has never been greater. Managing maintenance costs, vendor requirements and system stability demands requires time and expertise – but doing so results in substantial business benefits.

Rockwell Collins' ARINC Managed Services (AMS) can help reduce support costs while optimizing your technology. AMS makes it easy to respond to IT demands and complexities. We provide expert assistance, tools and technologies that will keep your users up and productive, allowing you to focus on business growth and stay competitive.

Imagine having a single point of contact to resolve your desktop or IT incident issues, along with rapid response times and high service standards. AMS end-user IT outsourcing services can do just that, providing tailor-made service desk and managed desktop solutions to help you lower costs, improve end-user satisfaction and attain superior service levels. Off-load your day-to-day IT distractions and shift your focus to things that make a real difference to your business – while lowering costs, removing distractions and attaining superior service.

Simplified end-user managed services

Eliminate costly tools and reduce maintenance and software costs. AMS provides your end-users with a bundled service solution that covers your entire multivendor environment and ensures you reach superior service levels quickly and easily, with clear-cut service-level agreements and deliverables. Our capabilities include:

- › Global 24/7/365 service desk
- › Break/fix, maintenance, depot services
- › Technical Operations Project Support (TOPS)
- › Professional services and consulting
- › Network monitoring and engineering
- › Radio systems and support



- › Self-service kiosk support and maintenance
- › Security and access control support services
- › Parking system maintenance
- › Cisco Smartnet and Smartcare services

Global service desk

The AMS service desk is a global 24/7 operation supporting over 3,000 customers in 85 countries and is completely scalable to any environment. The AMS service desk features multi-language support, multichannel access for a broad range of service requests, incident tracking and reporting, automated dispatching, pro-active monitoring, problem and change management, Information Technology Infrastructure Library (ITIL) best practices and unified standardized processes. The end result for our customers: lower operating costs and higher quality.



IT hardware support

Whether you are a small business or a global enterprise, your employees need to be confident that they have access to expert support so they can keep up with business momentum. Our multivendor desktop system maintenance solutions are flexible, adaptable and designed to meet your specific needs:

- **On-site support** – Located on-site at your facility, AMS field technicians will be ready to take on any and every issue from diagnosis to resolution, quickly and efficiently, with minimal impact on your operations.
- **On-call support** – Many small and mid-sized organizations don't need full-time IT staff, but still want fast resolution to IT issues that arise. AMS on-call technicians will meet your desired Service Level Agreements (SLAs) and include your software and hardware vendors as necessary to quickly resolve problems.

With AMS IT hardware support, you can expect:

- 24/7 direct access to highly trained professional experts who provide enterprise-level, tech-to-tech support
- Same day or next-business-day on-site support with 4 or 8 hour SLAs pending parts availability
- Incident-based third-party software assistance for end-user applications, OS and firmware troubleshooting
- Professional project management for roll-outs, upgrades and system installations, moves, adds and changes (IMACS)

Professional services

From project work to site start-up, training and site management, AMS professional services teams collaborate with customers on strategic initiatives large and small. Our advanced training and certifications are the best in the industry – ITIL, PMP and many technical credentials including CCNA and MCSE mean that our team is ready and able to assess your technical environment and resolve your most complex problems.

Self-service kiosk maintenance

From airports to motor vehicle administrations, AMS specializes in kiosk maintenance where uptime is critical. We maintain kiosks across the country and around the globe. We support a wide selection of self-service kiosks for multiple uses from a variety of manufacturers. Like our support solutions, our kiosk maintenance services are built on ITIL best practices and delivered by experienced service personnel and field technicians.

AMS monitors kiosks remotely which enables us to proactively detect issues before they become problems. When an issue occurs, AMS immediately begins remote diagnostics and dispatches technicians accordingly. With AMS as your partner, you can count on more uptime, lower costs and a worry-free kiosk operation.

Radio system management, maintenance and support

For over 80 years, our customers have depended on our radio expertise to ensure quality mission critical communications for conventional and trunked voice and data systems. AMS provides the specialized expertise you need to maintain peak performance and uptime – from system installation to troubleshooting. We can manage your organization's complete radio infrastructure, including all air-to-ground and land mobile radio systems.

AMS' radio support capabilities include planning, operating, administering and maintaining radio systems – including managing third-party vendors. We have defined metrics in our SLAs and we monitor and report on the performance of our services, so our clients get the service they expect – with no surprises.

AMS' wide-ranging capabilities give your organization a robust, flexible foundation to rely on for any IT project – at any point in the project. Our services are aimed at enhancing our customer's business by improving equipment reliability, minimizing down time and decreasing costs. The depth of our experience, on-demand availability and standout technicians separate us from the rest of the pack.

About Rockwell Collins

Rockwell Collins is a pioneer in the development and deployment of innovative communication and aviation electronic solutions for commercial and government applications. Our ARINC information management services offer seamless, secure and reliable solutions to customers in the aviation & airport, rail and critical infrastructure sectors and enable mission-critical data and voice communications and management throughout the world.

For more information, contact:

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