

# Service management for Fraport, at Frankfurt Airport.

..... T - Systems .....



## Outsourcing of operational responsibility for IT systems enhances service quality.

Following the outsourcing of all its ICT systems to operational services GmbH & Co. KG (OS), now a T-Systems subsidiary, Fraport AG decided to outsource its related service management as well. The requirements prompting the move included the need to lower costs and to enhance service quality. By outsourcing its service management for its entire IT systems to operational services, Fraport has obtained a reliable end-to-end solution for ITIL v3-compliant service operations. The central elements of the solution include a service desk, the initial point of contact for reporting all incidents, and an operation center that monitors all systems around the clock. From these sites, tickets move, with IT support that facilitates immediate processing, to the right departments for 1st, 2nd and 3rd level support. T-Systems assumes responsibility for all process steps defined in ITIL v3, through successful fault clearance. This leaves Fraport free to concentrate fully on running the airport – and able to rely on downtime-free operation at all times.

### At a glance.

- Outsourcing of service management for all IT operations of Fraport AG, including for products operated by Fraport itself, such as PABX systems
- Service processes are provided in full conformance with ITIL v3 and ISO 9001 and ISO 27001
- A central operation center controls and monitors systems 24/7
- Synergies and cost savings, with improved service quality via shared operation center
- Service desk serves as the single point of contact and initial entryway for reporting all incidents
- Intelligent, IT-based ticket management, with direct routing to the right department(s) in each case, as selected from over 100 departments of Fraport, T-Systems and other services providers
- T-Systems assumes complete responsibility for fault clearance, in each case in keeping with the service levels agreed for the application in question

# The reference in detail.

**The customer.** Fraport AG is a leading international corporation in the airport-business sector, with some 20,000 employees. It operates Frankfurt Airport, Germany's largest airport. Handling some 500,000 air traffic movements, 56.4 million passengers and 2.2 million tons of cargo per year (2011), Frankfurt Airport is one of the world's most important air traffic hubs.

In addition to providing a complete range of services relative to flight operations, Fraport AG is also a competent partner in the areas of airport retailing and real-estate development.

Fraport AG, a full-service provider in airport management, operates on a total of four continents, through affiliates and subsidiaries. In 2005, T-Systems International and Fraport AG established operational services GmbH & Co. KG, a joint venture oriented to Fraport AG's IT outsourcing. Today, T-Systems holds all shares in operational services.

**The task.** In the framework of its outsourcing contract with Fraport, T-Systems operational services assumed responsibility for the company's data-center, applications and network operations. In this overall context, Fraport sought to enhance the quality of its services, via assured improvements. This led to a decision also to outsource its service management – entailing operational responsibility for all of its IT systems – to T-Systems. And implementation of that decision necessitated a transfer of some 100 staff persons.

Fraport sought a partner who would assume responsibility for proactively keeping its core processes up and running around the clock. For the airport's operations to run smoothly at all times, including flight and terminal operations, passenger, loading and transport services, and servicing of aircraft, the airport's IT systems have to be operating at maximum availability levels at all times.

**The solution.** The relevant agreement assigns T-Systems operational responsibility for the IT areas outsourced to T-Systems, including the data center, network, security and employee terminals. In addition, T-Systems has assumed service management responsibility even for products still being operated by Fraport, such as its PABX system. All procedures and processes conform to ITIL best practice and fulfill quality criteria pursuant to the ISO 9001 and ISO 27001 standards. An operation center spatially separated from the data center controls all relevant operations. At that center, T-Systems monitors Fraport's IT systems – along with those of other customers – 24/7. All ITIL processes are carried out via close cooperation between Fraport and T-Systems. A service desk serves as the point of contact and clearinghouse for the overall incident process. It receives all incident notifications that come in, whether via phone, fax or e-mail. A call center carries out prequalification, ensuring that all calls are answered, on average, within fewer than 20 seconds.

All tickets are IT-screened for urgency (BMC Remedy IT service management suite) and then forwarded immediately to either 1st level support or to the proper department (selected from a total of over 100). All fault reports relative to outsourced systems go directly to a T-Systems department. In keeping with defined escalation rules, T-Systems manages on-time fault clearance also in the framework of 2nd and 3rd level support, bringing in relevant services providers as necessary, such as the manufacturers of the more than 200 individual applications involved.

T-Systems assumes complete responsibility for the design of, and for conformance with, the complex fault-clearance process.

**Customer benefits.** While Fraport retains control of the overall architecture, within the framework of the two contracting parties' close cooperation, it no longer is burdened with any service-management responsibility. This clear division of competences enables Fraport to concentrate on its core business, namely running the airport, and frees it from having to maintain its own qualified IT staff.

The largest cost savings in the arrangement, which has indeed enhanced service quality, result in that operation of the operation center and the service desk has been centralized. As a result, Fraport profits from the effects of scale, experience and synergies that T-Systems generates by carrying out operations simultaneously for a range of different customers. By assuming service responsibility even for products that Fraport continues to operate itself, T-Systems is able to see the „big picture“ and react quickly even in the case of complex disruptions.

All staff working on behalf of Fraport possess at least Foundation-level qualification for ITIL v3; some also have Expert-level qualification. Fraport is thus able to count on receiving high-quality, professional services at all times – thanks also to the transfer of 100 IT staff into the joint venture, where their expertise remains available to Fraport at all times.



## Contact.

T-Systems International GmbH  
Hahnstr. 43d  
60528 Frankfurt am Main, Germany  
E-mail: referenzen@t-systems.com  
www.t-systems.com

Published by.  
T-Systems International GmbH  
Marketing  
Hahnstraße 43d  
60528 Frankfurt am Main, Germany