CASE STUDY

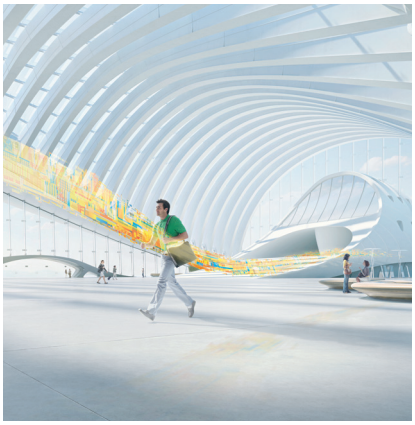
2nd Generation Intel® Core™ i5 vPro™ Processor

Services and Software
IT Efficiency

All systems go

Servisair gains robust remote management system thanks to the 2nd generation Intel® Core™ i5 vPro™ processor

Servisair is a leading global provider of aviation ground services. At Southampton Airport, a busy UK regional aircraft hub, it provides passenger check-in services which include check-in functions and reconciling passengers when boarding. Global IT support company ESP previously supported the Common Use Platform, provided by the airport, to ensure uninterrupted connectivity and maintenance of aging PCs and peripherals. However, ESP engineers had to make regular trips to the airport to repair the PCs and peripherals. Intel designed a remote management solution based on 2nd generation Intel® Core™ i5 vPro™ processors that permitted ESP to manage the services remotely.



Servisair

esp

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Mike Williams,
Manager, Operations Support Airport Passenger Systems, Servisair

CHALLENGES

- **End of lifespan:** Hardware for Southampton Airport departure control systems was beyond the recommended 3-4 year life span
- **Higher costs:** To maintain total cost of ownership (TCO) and return on investment (ROI) the refresh cycle needed to be maintained
- **Many visits:** As a result, the IT service supplier, ESP, had to make multiple visits each week for repairs
- **Downtime:** Airport staff would frequently experience PC and printer downtime, with the potential for delaying processing of passengers and risking flight delays

SOLUTIONS

- **Intel help:** ESP approached Intel, which helped it develop a remote management system located in the ESP data center on a scalable, virtualized platform and delivered using low-cost Internet technologies
- **Refresh:** This pivoted on Intel® vPro™ technology provided by 2nd generation Intel Core i5 vPro processors[1]

IMPACT

- **Significant reductions:** ESP visits to the airport fall from multiple visits to one a month
- **Invisible repairs:** System failures are identified and repaired before airport staff are even aware of problems. The service is much more efficient and proactive compared to the previously reactive system.
- **Template for expansion:** The scalability of the system will enable roll-out to other UK regional airports

Ground control

Southampton Airport is an important regional airport linking the south coast of England with around 50 destinations across Europe. About two million passengers on nearly 500,000 flights a year, or 900 a week, use the airport. The airport has approximately 17 check-in desks and eight gates, with multiple airline carriers flying in and out.

The busy check-in areas are operated by Servisair, a leading global provider of aviation ground services. Servisair provides departure control services, which includes check-in functions such as recording passenger and baggage details, issuing bag tags and boarding cards, reconciling the passengers when boarding, and weight and balance functions.

Global, mission-critical IT support company ESP previously supported the Common Use Platform, ensuring uninterrupted connectivity and maintenance of a number of aging PCs and peripherals.

Break/Fix

While the hardware was aging and suffered the expected failures, a significant number of visits were to rectify operating system and user issues. The round-trip journey to and from ESP's base in Reading to Southampton Airport is 90 miles and takes about 90 minutes. This not only compounded already significant monthly travel time, but also added in delays to the restoration of minor but time-critical failures.

Remote management system helps passengers take to the skies

ESP was eager to explore a more efficient way of providing services to the airport that would reduce travel time and increase customer satisfaction by promptly rectifying software and user issues. The company was familiar with the remote management functionality of Intel vPro technology but wanted to better understand how this could be applied to the time-critical check-in desks of a busy airport.

Intel assisted ESP in producing a remote management architecture using 2nd generation Intel Core i5 vPro processors and a scalable, virtualized environment on which to host the departure control software.

Remotely secure

The 2nd generation Intel Core i5 vPro processor provides intelligent, hardware-assisted security and manageability features as well as improved multitasking and performance that adapts to users' needs, helping to increase productivity. Intel vPro technology has security and management features built into the hardware.

It also includes Intel® Active Management Technology (Intel® AMT). This allows security patches to be quickly deployed across PCs, remotely unlock encrypted drives, and manage data security settings. It also permits complete control over a PC, enabling remote troubleshooting, diagnosis and restoration in time-critical environments.

An Intel AMT feature that ESP is exploring is Alarm Clock. When the airport gates close at 11p.m., the systems can be powered off for six hours and automatically power up again when the gates open. This technology reduces power consumption.

Two Intel servers, powered by the Intel® Xeon® processor 5600 series, were installed in the ESP data center. These provide a scalable, resilient, virtualized platform to host the departure control systems' interface, enabling the same solution to be delivered to other regional airports. N-central* remote management software was implemented to manage the service from ESP's help desk.

Christine Barnard, business solutions manager for ESP, said: "This service, based on the 2nd generation Intel Core i5 vPro processor, ensures that Servisair, and in turn airlines within the airport, now receive an IT supply service that is easy to maintain and in effect is always on. If there are software issues with the PCs in the airport, Intel vPro technology enables us to rectify the problem remotely and immediately."

More for less

Not only can ESP now resolve software and users' issues remotely without dispatching an engineer, but it is often able to do so before departure staff at the airport are aware of them. The end user has a more reliable and robust system with far fewer outages than experienced previously, resulting in fewer passenger processing delays and higher end-user and passenger satisfaction. ESP no longer has to make weekly visits to the airport and the risk of flights being delayed is dramatically reduced.

Spotlight on Servisair

Servisair is a leading global provider of aviation ground services. Part of the Derichebourg Group, it also has divisions in corporate and environmental services and collectively employs 39,000 staff throughout 30 countries. Servisair's team of 16,000 dedicated employees works around the clock to look after the needs of 700 customers, handling one million aircraft movements, 70 million passengers, and 700,000 tons of cargo each year. Its broad client base ranges from national carriers, major alliances, and low cost operators to freight forwarders, airport authorities, tour operators, and members of the public.

Mike Williams, manager of operations support for airport passenger systems at Servisair, said: "Typically, the problems were around hardware or the printers connected to the system. Occasionally, there were connectivity problems and issues with the configuration of the local infrastructure. A lot of the equipment was also beyond its usual lifespan and fixes were regularly needed. We now have a robust and reliable support environment which requires less infrastructure to support."

The remote management system developed around 2nd generation Intel Core i5 vPro processors provides Servisair with a near-faultless service and ground staff are no longer constrained by PC or printer downtime. ESP has reduced the time and traveling costs associated with repairs at the airport and also has a system that can be simply scaled for other regional airports throughout the UK.

Find the solution that's right for your organization. Contact your Intel representative, visit Intel's Business Success Stories for IT Managers (**www.intel.co.uk/Itcasestudies**) or explore the Intel.com IT Center (**www.intel.com/itcenter**).

[1] Intel® vPro™ Technology is sophisticated and requires setup and activation. Availability of features and results will depend upon the setup and configuration of your hardware, software, and IT environment. To learn more, visit http://www.intel.com/technology/vpro.

Intel® Active Management Technology (Intel® AMT) requires activation and a system with a corporate network connection, an Intel® AMT-enabled chipset, network hardware and software. For notebooks, Intel AMT may be unavailable or limited over a host OS-based VPN, when connecting wirelessly, on battery power, sleeping, hibernating or powered off. Results dependent upon hardware, setup and configuration. For more information, visit http://www.intel.com/technology/platform-technology/intel-amt.

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