



## ARINC MANAGED SERVICES

# ALWAYS A STEP AHEAD

## Proactive IT support

Technology is evolving at a fast pace and the pressure to modernize your IT environment has never been greater. Managing maintenance costs, vendor requirements and system stability – which requires time and expertise – results in substantial business benefits.

Collins ARINC Managed Services (AMS) provides reliable, hassle-free operations, as well as the expertise and support to ensure business continuity, even in times of disruption. We make it easy for you to navigate among the IT demands and complexities of today and tomorrow.

Always a step ahead, Collins AMS offers system monitoring and maintenance for maximum operational performance and cost reduction, while modernizing your technology. Our expert assistance, tools and technologies keep your users connected and productive, enabling you to focus on business growth.

## PROTECT YOUR INVESTMENT

IT investment is a significant part of your business. Our AMS managed maintenance enables you to protect the value of your assets and maximize your equipment lifecycle. Preventative maintenance, rapid response and 24/7 IT support means your operation will run smoothly. Hardware agnostic, we take responsibility for managing your assets and helping optimize your resources, so you get the most out of your investment.

## BEYOND BREAK-FIX

Imagine having a high-standard, single point of contact to resolve your IT incident issues. Collins AMS provides tailor-made service desk and managed desktop solutions to help you lower costs, improve end-user satisfaction and attain superior service levels. Unlike a traditional break-fix or in-house service model, AMS supports a broad range of technologies and is scalable to suit your individual needs. Our frontline, second- and third-level support leverage experts throughout Collins from Product Research and Development to Engineering and Support.

## KEY FEATURES AND BENEFITS

- 24/7 enterprise-level tech support from highly trained experts
- Same or next business day on-site support with 4- or 8-hour service level agreements (SLA)
- Incident-based third-party software assistance for end-user applications, OS and firmware troubleshooting
- Professional project management for roll-outs, upgrades, system installations, moves, adds and changes

## SIMPLIFIED END-USER MANAGED SERVICES

Eliminate costly tools and reduce maintenance and software costs with AMS. We provide your end-users with a bundled service solution that covers your entire multivendor environment. This enables you to reach superior service levels quickly and easily with clearcut SLAs and deliverables.

### Our capabilities include:

- Global 24/7/365 service desk
- Break-fix, maintenance and depot services
- Technical operations project support
- Professional services and consulting
- Network monitoring and engineering
- Radio systems and support
- Self-service kiosk support and maintenance
- Public address systems
- Security and access control support services
- Parking system maintenance
- Cisco Smartnet and Smartcare services

## GLOBAL SERVICE DESK

Collins AMS service desk is a global 24/7 operation that is completely scalable to any environment and supports over 3,000 customers in 85 countries.

## PROFESSIONAL SERVICES

From project work to training and site management, AMS professional services will collaborate with you on strategic initiatives, large and small. Our team is ready and able to assess your technical environment and resolve your most complex problems.

## IT HARDWARE SUPPORT

Whether you are a small business or a global enterprise, your employees can be confident with access to expert support, enabling them to keep up with business momentum.

On-site support - At your facility, AMS field technicians diagnose and resolve issues quickly.

On-call support - AMS on-call technicians meet your desired SLA and include your other vendors as necessary to quickly resolve problems.

## SELF-SERVICE KIOSK MAINTENANCE

Across the country and around the globe, AMS specializes in kiosk maintenance where uptime is critical. We support a wide selection of self-service kiosks for multiple uses, from check-in to bag drop, from a variety of manufacturers. We are uniquely equipped with the expertise to service Collins products better than anyone else.

## RADIO SYSTEM MANAGEMENT, MAINTENANCE AND SUPPORT

For over 80 years, our customers have depended on Collins expertise to ensure quality mission critical communications for conventional and trunked voice and data systems. Collins 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. Collins AMS wide-ranging capabilities give your organization a robust, flexible foundation to rely on for any IT project – at any point in the project.



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