



XKS Limited – Case Study



3 Years of Support for Manchester Airport

The Company

Manchester Airport Plc is one of the world's principal airports handling millions of passengers each year. The airport is a major source of jobs with the on-site airport community employing around 18,000 people from over 250 companies.

The Situation

Manchester Airport uses IBM Midrange Servers in its business to run a number of its critical business systems. Although the iSeries is renowned for its reliability, stability and robustness, the airport was keen to have a regular support structure in place.

XKS was approached through a business partner to bid for services at the airport and was selected to provide on-site iSeries support services based on our experience and record of providing critical application support to major PLC's.

The Solution

XKS provides the airport with onsite daytime application and technical support for a variety of critical airport systems.

The initial contract with the airport was for onsite daytime iSeries support but has now increased to provide iSeries and pSeries support 24x7.

Benefits

The service provided by XKS has enabled the airport to benefit in the following manner:

- ❑ Reduction in call backlogs
- ❑ 24x7 Availability
- ❑ Service is flexible, available on-site and remotely
- ❑ Benefit of a dedicated support team

Supplementary Projects

XKS offers complementary skills to its core iSeries and pSeries services. Additional projects undertaken by XKS at the airport include:

- ❑ **Project Management**
- ❑ **Business Analysis**
- ❑ **Software Development**
- ❑ **Hardware Upgrades**
- ❑ **OS Upgrades**

Quality of Service

XKS is proud of its relationship developed with Manchester Airport Plc over the past 3 years. We pride ourselves in offering quality, cost effective solutions so that our customers receive value for money and can feel confident in the services they are receiving.

Head of Business Solutions Delivery at Manchester Airport, Janice Griffiths states that: "XKS has provided the airport with a high level of support and development over the past 3 years consistently working to agreed SLA's. The XKS team has years of experience in offering remote and on-site support and we are confident that we are benefiting as a business from this experience".

