



DecisionOne IT Support Solutions for Airline and Airport Customers

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DecisionOne Corporation, the leader in Workplace IT Managed Services, Multi-device Support and Full Cycle Asset Management, announced the release of additional case studies around its Airline and Transportation support services competencies.

While the state of the Airline and Transportation Industry is strong, the world's 20 busiest airports alone saw roughly 1.5 billion passengers pass through its terminals last year according to data from trade group Airports Council International. Affordable fuel cost and savvy management resulted in record profits; but a closer look still reveals some important challenges. Insufficient investment in technology infrastructure over the past decade can cause computer outages that can cripple an airline's operations for days on end.

“DecisionOne IT support solutions for customer facing equipment, as well as multi-device, back office and asset management services can provide significant improvements in efficiency that drive customer satisfaction and increase uptime”, stated Dan DellaVentura, EVP at DecisionOne.

In addition to handling thousands of flights in the air at any point in time and over a billion passengers, security and cybersecurity threats continue to stress airlines and airport agencies around the globe. Current IT and its support investments are critical to maintaining an operational and secure environment.

“We have 25+ years servicing the Airline and Transportation Industry, including Cleared and Certified IT Technicians capable of supporting kiosks, printers, scanners, tablets (iOS, Android and Windows), workstations, boarding pass printers and credit card readers that are relied on to keep customer traffic moving”, DellaVentura further stated.

DecisionOne is the largest independent provider of IT Infrastructure services and offers a wide range of services that apply to Airports and Airlines globally. In the air or on the ground, DecisionOne has IT Support service offerings that add value.

As consumers needs and competitive pressures challenge customers, DecisionOne is uniquely positioned to help travel industry focused organizations compete. Find additional case studies and information resources at www.decisionone.com or by calling toll free 800-767-2876.

About DecisionOne

DecisionOne Corporation is the largest global independent technology support organization in the third party support and managed services markets. For more than 60 years, DecisionOne has delivered comprehensive IT solutions to some of the most complex enterprises in the world—including retail, healthcare, transportation, financial services, and government. DecisionOne maintains the largest W-2 field workforce of all TPMs and ISOs that provide support and professional services, including Managed Services for the data center and workplace, as well as outsourced remote monitoring solutions, dedicated help/support desks, full cycle asset management, forward/reverse logistics and supply chain management services. For more information, visit us on the web at: www.DecisionOne.com, on LinkedIn at www.linkedin.com/company/decisionone/, and on twitter @DecisionOne, or by calling 800-767-2876.

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