

ATI CLOUD – YOUR WORKSPACE ANYWHERE

CREATING A VIRTUAL WORKSPACE FOR GROUND HANDLERS AND CALL CENTER AGENTS

As airlines outsource more of their business processes, including ground operations and call centers, IT departments face the challenge of delivering a secure workspace to staff outside of their organization and onto an IT infrastructure they do not control.

ISSUES

- Delivery of applications or a digital workspace outside of corporate IT infrastructure perimeter, with limited control over security and performance, is a challenge
- Ground handlers' and call centers' IT environments and standards are varied
- Application performance, service availability, and data security requirements are even more stringent than within your own environment
- IT flexibility (ease of provisioning and removing end-users) is essential to facilitate transition to new partners or accommodate activity peaks

SITA SOLUTION

- From the ATI Cloud, desktop applications or virtual workspaces are published to the agent's desktop:
 - Specific role-profiles and the workspace environment required by the BPO agent are configured in our Citrix farms
 - The workspace is then securely delivered onto the existing desktop of the BPO agent. No data is stored and no applications are installed locally
- The ATI Cloud Portal provides the IT or business department with end-user administration capabilities
- SITA ensures end-to-end design, implementation, consistency, performance, support, and evolution of the solution.

BENEFITS

- Secure delivery of an application or a full virtual workspace onto a ground handling or call center partner's IT environment
- Application and workspace versioning and distribution are fully under the control of the airline IT manager and can be implemented globally through the portal
- Consistent performance can be guaranteed on a global basis
- Pay-as-you-go model provides scalability, deployment flexibility, and adjustment of IT infrastructure and budget to business demand

PROOF POINTS

+50% OF AIRLINES' GROUND HANDLING OPERATIONS ARE OUTSOURCED

1 HOUR TO DEPLOY A PATCH, A NEW RELEASE, OR A NEW APPLICATION ONTO THE DESKTOP OF ALL SALES AND CALL CENTER AGENTS

1 MINUTE TO SECURELY DELETE THE WORKSPACE ENVIRONMENT OF A REVOKED AGENT

USE CASE

The SITA logo consists of the word "SITA" in a bold, blue, sans-serif font. The letters are closely spaced and have a slight shadow effect.

Create success. Together

IT FOR GROUND HANDLERS

3RD PARTY ACCESS
TO APPS



Secure access to airline apps for Ground Handling and Call Center agents

>50% OF GROUND HANDLING OPERATIONS ARE OUTSOURCED

SOLUTION COMPONENTS

1. Published virtual workspaces:

End-users are provided with a virtual workspace for relevant role-based profiles. Each profile is defined by the customer and includes a specific set of desktop applications (generic, ATI specific, and customer specific), a set of desktop utilities, and data storage options.

2. Access to an industry applications catalog:

The published virtual workspace provides simplified access to the customer's applications as well as a variety of SITA and third party industry applications.

3. Self-service capability:

The ATI Cloud Portal provides the IT Manager with self-service capability to configure new end-users, request modifications to the workspace, etc. The portal also includes end-user self-service capabilities, through which users can self-procure new applications and request modifications to their workspaces.

4. End-user data storage and backup:

Several data storage solutions are available, each with back-up and data encryption options:

- Private drive (private data storage space in the ATI Cloud)
- Shared drive (data storage space in the ATI Cloud, shared between various virtual workspaces)
- Cloud drive (shared storage in the ATI Cloud providing instant data synchronization across virtual workspaces, traditional desktops, laptops, and mobile devices)

5. Active Directory option:

Synchronization with the customer's own Active Directory to simplify end-user credential management.

6. Network access options:

Access to the virtual workspace can be provisioned through a private MPLS network or via the Internet.

7. Roaming and multi-homing options:

A workspace can be replicated and published from multiple data centers, providing roaming employees with consistent performance globally while also providing a disaster recovery option.

8. Service level agreements and performance reporting

Follow us on www.sita.aero/socialhub



© SITA 12-USC-052-1

All trademarks acknowledged. Specifications subject to change without prior notice. This literature provides outline information only and (unless specifically agreed to the contrary by SITA in writing) is not part of any order or contract.

For more information please visit www.sita.aero or contact us on info@sitaaero.com

