

Introducing Technology Managed Services into the Airport Space

A Storyboard of Charlotte Douglas International Airport



How CLT was run in the Past

- Legacy organizational structure – traditional silos
- Technology was not at the table for development projects
- Technology was ‘reverse engineered’ out of projects
- Reliance on OpEx dollars to extend technology into ‘new’ projects
- Lack of enforcement for SLA’s with vendors – reliance on Full Time Employees (FTE’s)

How CLT is run at the Present

- Technology has a seat at the design table
- Development provides all 'passive' technology within project
- Budget placeholder for all 'active' technology within project
- Moving from 'in-house' employee to managed services model
- Established a Technology Project Management Office (TPMO)
- TPMO runs all technology projects
- Majority of projects use CapEx vs. OpEx

How CLT will run in the Future

- Better Customer Service
- Better Documentation
- More Efficiency
- Lower Costs
- Lower Risks
- Vendors engaged at beginning of projects
- Vendor Management Model

Managed Services will change the way Airports do business

- Roadmaps will replace Master Plans
- Lower Risks
- Lower Costs
- Greater Efficiency
- Better Customer Service
- Shrink & Swell with projects
- Smaller Workforce
- Airports will run other airports (AND it's happening now)

Parking And
Revenue
Control System
(PARCS)
Designa

Venue
Management
Program
(VMP)
**Arora
Engineers**

Content
Management
System
(CMS)
Infax

Baggage
Handling
System
(BHS)
Siemens

Common Use
System
(CUSS)
Amadeus

Wireless
Roadmap
**Innovative
Technology
Engineering
(ITE)**

Video
Management
System
(VMS)
**Johnson
Controls**

Security
Roadmap
**Innovative
Technology
Engineering
(ITE)**

Network
Program
**Han Pak
Consulting/
Extreme**