ARCHIBUS Success Story

Managing Maintenance and Safety in a Complex Environment at Italy's Turin Airport with ARCHIBUS

The privatization of government-owned enterprises in Europe has advanced for the same reasons as it has in the U.S. and elsewhere. The need for funds and a desire to concentrate on what they do best has led governments at every level to divest themselves of holdings that may be run more efficiently by private business partners. This was the case in 2000 when the city and province of Torino, Italy, along with the Turin Chamber of Commerce, sold 41% of their ownership stake in Turin's main airport to a consortium of private partners headed by management firm SAGAT S.p.A.

SAGAT experienced an escalation in passenger traffic prompted by the 2006 Olympic Winter Games, with growth continuing today by virtue of Turin's role as a commercial hub and popular tourist destination. The airport now handles nearly 4,000,000 passengers annually in its state-of-the-art terminal.

In addition to managing these landside operations, SAGAT also manages airside activities such as runway maintenance and flight operations planning and coordination. Both the airside and landside operations must be coordinated for passenger service and flight safety. Aiding in that activity, says SAGAT Maintenance and Technical Services Manager Lorenzo Gusman, is SAGAT's investment in ARCHIBUS On Demand Work and Preventive Maintenance applications to better perform the processes and best practices necessary for effective management of the airport's complex operations.

Managing "By The Book" Requires Process Re-Engineering

Little is left to improvisation when it comes to airport management, explains Lorenzo Guzman, SAGAT's Maintenance and Technical Services Manager. Governing Turin Airport's operations is the Italian Civil Aviation Authority's Airport Manual. The Airport Manual defines and regulates the operational and maintenance functions for every Italian airport, including guidelines for corrective and preventive maintenance as well as the management of construction activities near the handle zones and aircraft stops.

With a 53% increase in the size of the airport since 2005, there has

TURIN AIRPORT

Vital Statistics

Organization:
Turin Airport

Location:
Turin, Italy

Facilities Facts:
Main terminal has a total of 57,000 sq.m. (approximately 600,000 sq. feet) of space; 22 boarding gates; 3,300 meters of runway; capacity to process 5,000 passengers an hour, nearly 4,000,000 passengers annually; multilevel parking for 3,000 cars. For two years in a row, Turin Airport has been the winner of the Best Airport Awards (ACI Europe).

ARCHIBUS Applications:
On Demand Work, Preventive Maintenance

Reasons for Implementing:
Greater compliance with government airport manual requirements, improved work order and preventive maintenance efficiency, better budget control

Benefits Gained:
Improved maintenance of interior and exterior spaces; greater responsiveness to, and tracking of, work order progress; improved budget control; enhanced passenger safety

Business Partners:
OpenPl@n

Web Site:
www.turin-airport.com

been an equally large increase in maintenance requirements for infrastructure that includes airport terminals, related retail space, car parks, offices, baggage handling systems and more.

Since SAGAT took over management of the airport, a re-engineering of business processes demanded new preventive and on-demand maintenance procedures as well as the implementation of SLAs and KPIs. The review also analyzed all service and product vendor contracts that would establish a rebalance between services from internal suppliers and external vendors.

Dashboard Technology Aids Management Effectiveness

But whether the maintenance activities are targeted to the airside or landside, information on those activities is now centralized in ARCHIBUS, viewed using ARCHIBUS dashboard technology, and accessible via wireless tablets carried by craftspeople in order to resolve maintenance issues and keep the airport running smoothly and safely. A dashboard is also used to support safety management tracking and reporting, apron control reporting, and the "follow me" vehicle services that guide planes on the tarmac.

To improve responsiveness, SAGAT realized it had to communicate more efficiently to those on the maintenance team and implemented a tablet-based system for the airport so that craftspeople can access work orders and other vital information from a central ARCHIBUS server running On Demand Work and Preventive Maintenance data, key building blocks for its facilities management strategy.

Because wireless networks could not be extended to every corner of the airport, ARCHIBUS was installed directly on tablets so that they could later be synchronized with the ARCHIBUS server to exchange work order or other needed field information. In addition to supplying weather, plane schedule and other data about which workers needed to be informed, the tablets also carried the day's inspection orders so workers could carry out their responsibilities, which can be tracked and reported on via the tablet or over wireless connections where available. The advantages have been both obvious and numerous.

"On the landside, ARCHIBUS lets us maintain a complete history on equipment and buildings, as well as maintain standardized procedures and safety documents," says Gusman. "It also captures all service provider contract data and supports us in controlling our budgets. From the airside, ARCHIBUS reduces lead times and improves maintenance activities that take place outside the passenger terminals on runways, runway aprons and elsewhere.

"But from a technology standpoint, ARCHIBUS has enabled SAGAT to rely on a single, central system for all its important data, which gives us more control over operations and helps us ensure passenger safety. We also gain more control over maintenance costs and get a more complete view of our operations through the integration of key administrative functions."

The #1 Solution
for Real Estate, Infrastructure,
and Facilities Management
in the World

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—Lorenzo Gusman
Maintenance and Technical
Services Manager
SAGAT

ARCHIBUS

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