ADB SAFEGATE

Services tailored to
your every need

Boost airport
performance
with our service
expertise

Keep your airfield and gate systems running
24/7 with ADB SAFEGATE's full range of support
and maintenance services. Our globally distributed
team and technology-based solutions make our
services reliable and cost-effective.

You can **leverage our global expertise** with
standalone services on demand or choose from
three contracted service plans designed to fit your
budget and provide on-time support where you
most need it.

**Keen to move beyond "break-fix"
maintenance?** Our value-oriented approach to
maintenance services makes a difference, with
end-to-end maintenance services that can be
customized to meet your needs and the ability
to draw on a global network of industry experts
ensures your airport and systems remain
compliant and operationally optimized under
any condition.

Get peace of mind with service plans

Service Level Agreements (SLAs) for your critical systems ensure access to skilled and flexible support teams, optimized maintenance programs, new technology and best practices that rival industry standards.

Whether it's remote support or onsite intervention, you can get "Service on Demand" based on hourly or daily rates. If it's faster reaction times, a wider range of included services, and preferential rates for optional services, choose from our three contracted plans - basic, advanced and premium. The pricing depends on the scope of supported equipment, chosen service plan and scheduled optional services.

Secure critical airfield and gate systems

- Control and Monitoring Systems (CMS)
- Individual Light Control and Monitoring Systems (ILCMS)
- Constant Current Regulators (CCRs)
- AiPRON Manager
- Advanced Visual Docking Guidance Systems (A-VDGS)

Support tailored to every need

Support	Service on Demand	Basic	Advanced	Premium
Service desk	8/5 available	8/5 included	24/7 included	24/7 included
Customer online portal[1]	public	custom	custom	custom
Remote access[2]	available	included	included	included
Remote monitoring[3]	x	x	x	optional
Reporting	x	x	quarterly	monthly
Reaction time	< 5 business days	< 8 h	< 4 h	< 1 h
On-site arrival time	x	< 10 business days	< 5 days	< 3 days
Scheduled services	x	annual inspection	annual inspection	annual inspection
Optional services	available	available	available	available

[1]Online portal uses JIRA Service Desk internet service and enables customers to self-register and track requests. Basic, advanced and premium plan users also get access to the knowledge base.

[2]Remote access is a remote support service using secure VPN remote access to improve the effectiveness of the service desk support and enable delivery of remote services.

[3]Service conditions are defined on case-to-case basis.

More value with optional services

Inspection: typically conducted once a year by our experts on site to assess system condition, which helps prolong asset life and maximize serviceability and availability.

Preventive maintenance: protect your airport against equipment failure and save time and money with systematic on-site inspection and maintenance at scheduled intervals.

Stocking of spare parts: enables quick dispatching of spare parts and products held in stock, usually on the next business day.

User training: on-demand or scheduled, standard or customized, our experts offer professional maintenance training.

Photometric measurement: ensures your AGL maintains compliance with regulations and standards.

ALIS: Easily register airside assets, schedule maintenance, digitally track your asset's lifecycle and aid compliance management with ICAO and FAA maintenance standards.

Intervention: on-demand technical assistance on site when your equipment requires troubleshooting.

Change, update, upgrade, commissioning: usually specified and offered on a case-to-case basis using a framework with hourly rates.

Survey: from inspecting indoor and outdoor equipment, performing measurements and functional tests to conducting GPS positioning and verifying regulatory compliance, our experts can assess your infrastructure and summarize findings in a written report with recommendations for improvement.

Gate log file analysis: get our analytics expertise and tools on-demand to reconstruct failed aircraft docking operations and issues and identify what caused these events to prevent recurrence.

Gate aircraft profile update: on-demand update for your Safedock systems to dock new aircraft types.

Airfield system log files analysis: anticipate and take preemptive action using recommendations by our experts, who remotely review system log files for anomalies that may indicate problems before they occur.

Customized maintenance

We work with your airport team to design agreements to suit your specifications.

Maintenance as a service (MaaS): an end-result contract where we take full responsibility for servicing visual navigation aids and related systems to ensure continuous airside operation, with the agreed upon scope, conditions, metrics and targets.

Facility management (FM): ensure full functionality of your airside, relying on our multidisciplinary team via SLAs, operations and maintenance, planning, and a host of services.

Our expertise in action

We support more than 100 global airports with our services and maintenance agreements, including the world's leading airports:

- Atlanta Hartsfield-Jackson Airport
- Chicago O'Hare Airport
- Toronto Pearson International Airport
- Brisbane Airport
- Dubai International Airport
- Frankfurt Airport
- Guangzhou Baiyun International Airport

- Heathrow Airport
- Hamad International Airport
- Kigali International Airport
- Paris Charles de Gaulle Airport
- Rajiv Gandhi International Airport
- Taiwan Taoyuan International Airport
- Warsaw Chopin Airport