

ARINC

AMS
MANAGED SERVICES

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MANAGED IT SERVICES



IT SERVICES

HELP DESK

IT MAINTENANCE

PROFESSIONAL SERVICES

PARKING

RADIO

AIRPORTS

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ARINC AMS MANAGED SERVICES

If your company is looking to outsource all or part of its IT support, take a look at ARINC Managed Services (AMS). AMS is a leading supplier of Managed IT and Telecommunications services around the world. We offer a portfolio of services that can be tailored to solve your needs—from break/fix IT maintenance to on-site technical support to remote systems monitoring and management, AMS has a solution for you.

Managed IT Services



Industry knowledge, wide-ranging capabilities, versatile services, and uncompromising professionalism are the foundation of AMS' Remote Network, Server, Database Administration and Application Management services.

Networks—Keeping networks up and running, at peak performance and secure from hackers, is essential for any company. AMS

manages and maintains the 4 key network elements— Routers, Firewalls, Switches, and Circuits—while typically reducing network support costs by 30% or more.

Servers—AMS can virtually eliminate server downtime and drastically reduce server support costs with essential maintenance, monitoring and troubleshooting.

Databases—AMS will dramatically improve your application's database availability and performance with industry-leading software management tools, while saving you 50% or more on administration costs.

Applications—AMS can build custom solutions to support nearly any software application and provide expert personnel to add enhancements and optimize efficiency.



Help Desk Services

When you have AMS' Help Desk at your disposal, running your business is a whole lot easier. From the experts you talk to on the phone to the technicians we dispatch in the field, AMS employs the best at what they do.

ITIL Help Desk—We manage 40,000 calls annually for over 3,000 customers in 85 countries worldwide. AMS can provide any degree of support required, from general product/service inquiries to 1st and 2nd call resolution.

On-Demand—You want the benefits of a sophisticated help desk, but don't want the cost or trouble of developing your own. AMS can provide you with automatic dispatching, trouble ticketing, tracking, escalation, and monthly reporting without the costs of a self-owned model.

Virtual—The same level of back-end support for organizations that also need local language support.

Mobilized Asset Management—Inventory control right from a PDA, up-to-the-minute asset information wherever and whenever you need it.

Device Level Monitoring—Pro-active network monitoring of critical components eliminates problems before they occur.

Automated Dispatching—Automated dispatching to our technicians via handheld devices makes repairs faster, ensuring stringent SLA levels are met.



IT System Maintenance

When every moment of downtime is measured in lost profits, IT System Maintenance is imperative to your success. AMS takes pride in making sure its customers know they can rely on us for everything from break-fix to on-site preventative maintenance services.

On-site—AMS field technicians relentlessly pursue IT problems from diagnosis to resolution, quickly and efficiently, with as little effect as possible on your operations.

On-call—For businesses that can't justify the expense of full-time IT staff, AMS provides world-class IT support and reporting capabilities, tailored to the needs of small-to-mid-sized companies.

Depot—Extensive maintenance facilities staffed with expert technicians who repair and rebuild a broad range of equipment such as radios and point-of-sale devices.

OEM—AMS supports equipment from a wide variety of manufacturers—both in and out of warranty.

Telecommunications—Planned maintenance programs to cover your complete wireless systems and tailored to address your specific requirements, from the basic to the most complex.

Professional Services

AMS' reputation is built on performance. Our managers and technicians not only have the highest credentials and training, but they have the specific experience to assure your company's success on any IT and/or telecommunications project. AMS' advanced certifications include CAPM, CCNA, PMP and ITIL.

Project Management—World recognized Project Management Institute (PMI) requirements, ISO 9001 Quality Management System (QMS) practices, and manager training and mentoring are at the core of our services. We know what it takes to get your project done, on-time and on-budget.

Network Engineering—AMS' network evaluation and validation services encompass a range of remote and onsite activities to gauge the health and performance of your existing IP-based networks. Once you have a clear picture of the network's condition, AMS can help you find ways to cut costs without compromising network performance or functionality. Our services help your organization ensure all aspects of your networks are fully functional and ready for initial deployment and/or future growth.

Network Design—Whether an entirely new network is being considered or changes are needed to an existing network, AMS can design and build a custom solution using industry-standard best practices. A detailed assessment of your network configuration can uncover existing issues before they cause business problems. AMS' proven methodology ensures that your network infrastructure is reliable, flexible and scalable with the ability to rapidly integrate new and existing technologies.

Parking Systems

Parking access and revenue control systems can be a major source of income for many businesses, so how they're managed and maintained is crucial to the bottom line. AMS' highly-trained service team provides systems integration, support and maintenance to ensure you get the most from your investment.

Radio Maintenance and Support



When businesses rely on radio communications, anything less than peak performance can bring operations to a halt. An industry leader in mission-critical environments, AMS knows exactly what it takes to meet the most rigorous standards of network reliability and availability. From preventative maintenance to corrective repair to in and out of warranty support, AMS expertise in radio services is unmatched.

Airport Systems

AMS understands the hectic environment in which airport IT managers routinely operate. Airports worldwide rely on our proven track record of maximizing IT efficiency and maintaining systems cost-effectively. Our integrated systems support delivers comprehensive, real-time solutions for a broad range of airport systems including information display, check in, baggage handling, point-of-sale, parking, security and more. Our industry-certified technicians and field personnel provide the expertise needed to keep airport systems up-and-running 24x7.

IT is that simple with AMS.