

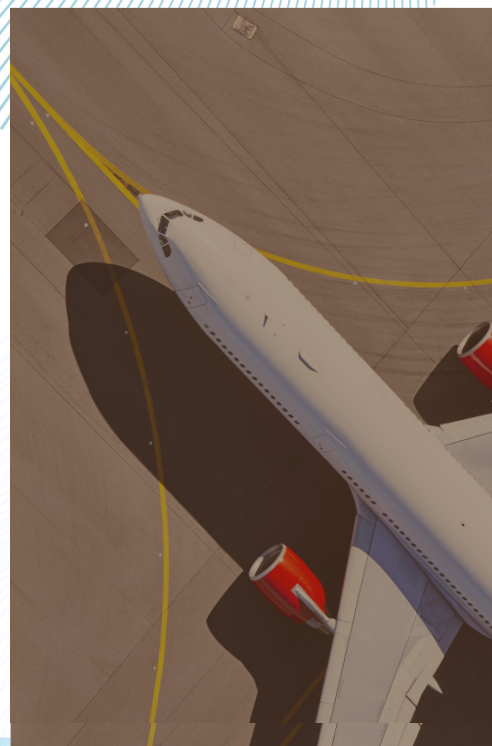
# ESP flexes service plans to support daa through the COVID-19 pandemic +

daa is an Irish commercial airport company that owns and operates Dublin Airport and Cork Airport and has businesses in 15 overseas markets. ESP has worked with daa to develop the IT services they have needed across both airports, offering a bespoke and flexible service that can adapt to meet new challenges and changes in demand.

### Expansion plans

We operate a IT service desk solution so that daa end users and airport clients benefit from a single point of contact and support 24/7. We offer daa round-the-clock service management, technical resources, and an IT service desk toolset that is tailored to their needs and is ITIL v3- compliant. It comprises end-to-end incident, problem, change, and configuration management for the desktop environment, with appropriate response times and the ability to interact with all resolver groups.

As well as implementing our expert IT service desk solution, we have a deskside on-site team available 24/7 at Dublin Airport to provide corporate and operational IT support and provide proactive monitoring for daa-owned and managed IT infrastructure.



“*ESP has supported us through the pandemic. We genuinely see them as a partner that not only understands the industry, but also the unique challenges COVID 19 has presented. In such difficult circumstances, our business relationship and engagement has grown even stronger.*”

Liah Holohan, Head of IT Service Delivery, daa



## New challenges

Following the unprecedented global Covid-19 pandemic, passenger numbers at its two Irish airports fell by 78%. Almost all the airport retail outlets that daa operates in Ireland and overseas were closed for extended periods throughout the year.

Turnover declined as the reduction in passengers across all daa markets led to a fall in business activity.

Due to the significant global impact of the pandemic on its business, daa had to move quickly to reduce their costs. This included reducing the services and support provided by us in line with the reduced business requirements.

There have been many challenging moments for daa during the pandemic, but their partnership with ESP helped to see them through. They are now preparing for the next big challenge – welcoming more passengers back to their airports and shops.

We are assisting daa to ensure the business is IT ready when passengers return. This involves visiting every check-in desk, every gate, every self-service kiosk, and every bag drop to ensure their customers and passengers have an exceptional experience when they return to their airports.

Our flexibility allows us to remain committed to supporting our customers, meeting any requirements they may have, through any changes they may face.

