



Elevate your Airport IT Support with the
Ultimate Aviation Service Management Solution!












esp AirportNow®
AVIATION SERVICE MANAGEMENT SOLUTION

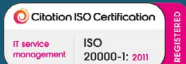
Experience the power and efficiency of ESP AirportNow® Lite, a simplified version of our renowned ESP AirportNow® product suite. Designed specifically for integrators and regional airports, this commercially competitive solution supports CUPPS, CUSS, and other airport systems, all built on the market-leading ServiceNow ITSM platform.

ESP AirportNow® Lite provides an interactive self-service solution for end-users, auto-routing of incidents, and a mobile-integrated toolset for on-site technicians. Simultaneously, it captures all relevant data for asset management and offers low-level incident and problem analysis. A collection of standard reports enables initial data analysis, which can be further enriched with our ESP Airport Data Analytics (ADA) toolset.

Available as an app for workstations or mobile devices, our self-service application supports CUSS and kiosk-type equipment with multilingual, user-friendly, icon-driven navigation, and interactive sessions with on-site technicians.

Deliverables

-  **Optional ESP or customer hosted**
ESP hosted, customer owned instance or hybrid model supported
-  **ServiceNow ITSM fulfiller licenses**
For ESP hosted (minimum commitment required)
-  **Omni-channel engagement model**
NOW Service Portal, ESP help app and NOW Agent app
-  **ITIL aligned ITSM applications**
Incident, Problem, Change & Request Management
-  **Automated ticket routing**
Auto-route tickets to either customer, partner or ESP engineers
-  **Asset management**
Import and manage key airport assets
-  **Dashboards and reports**
In-built report engine and pre-built customisable dashboards
-  **Rapid implementation and support**
5-week implementation and 24 annual support days
-  **Optional advanced analytics**
Visualise airport hotspots and heat maps using ESP ADA analytics app



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Sensitive to your budget, ESP AirportNow® Lite is rapidly deployable and includes an asset database to track equipment changes and status updates. Additionally, our suite of customisable reports can be tailored to your unique needs.

Embrace ESP AirportNow® Lite, the cost-effective and agile service management solution that empowers regional airports and integrators to deliver exceptional IT support.



SCAN
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Outcomes



Faster issue resolutions

Automate core service processes and boost productivity, with incident, problem, request and change management workflows



Accelerate time to value

Consolidate IT data silos into a single, consistent data model



Increase change throughput while minimising risk

Reduce risk, improve governance with change management



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