



## SECURE, RELIABLE AIRPORT OPERATION WITH IFS

**Did you know that IFS Applications is helping to keep Norway's biggest airport running as smoothly as possible? The buildings and facilities at Oslo Airport Gardermoen (OSL) are linked to an operation and maintenance system from IFS, which is in use 24 hours a day. The system helps identify any non-conformities or technical problems that could disrupt traffic management.**

We are in the operations center at Oslo Gardermoen airport. This is the very heart of the airport operation. The place where watchful eyes follow everything that's happening—round the clock. Using a network of monitors, personnel ensure security and fire safety in the terminal are maintained, and monitor activities and the maintenance status. The latter is dealt with using a standard system for operation and maintenance from IFS.

As well as being a technical hub with infrastructure for handling air traffic, the airport terminal should also be part of the travel experience. This is achieved through agreed service targets, in which the operations center plays an important role by reacting to deviations from the set goals. Obviously it's particularly important for an airport to focus on any incidents that could create problems for traffic management—procedures are of the utmost importance for an airport, according to Area Manager, Alex Fredsvik. "Especially bearing in mind safety and security, it doesn't take much for problems to arise in traffic control. For us, IFS Applications is an essential tool for quickly restoring order. The system gives us a complete and detailed overview of the entire facility. The course of events from an incident being identified to measures being taken is short."

### EFFICIENT OPERATION AND RUNNING

Efficient operation and running at airports—which have a far-reaching structure spread over a large area—is totally dependent on continuous follow-up, in some areas at an extremely detailed level. To guarantee the necessary follow-up and smooth running, OSL and IFS have built up a facility register containing a full over-view of the airport and its various parts. The register identifies when and where measures or maintenance need to be carried out and what type of products are required. All of OSL's suppliers have to adapt to the register and fill in their specifications. Installed products are labeled in a corresponding way. This makes it easy to access the maintenance status and general status of, say, a door or ventilator.

### NON-CONFORMITY MANAGEMENT

In addition to the operators at the operations center, the operations and maintenance department at OSL has three personnel in place round the clock, as well as on-call staff in several specialist areas. Using a system for non-conformity management from IFS, incidents at the airport are identified and the right measure can be identified and implemented efficiently. The IFS non-conformity management system is the very heart of the operation. This is where major and minor incidents are logged and the necessary measures taken to ensure the smoothest possible operation," says Alex Fredsvik. For larger service assign-

### ABOUT OSLO AIRPORT

Oslo Airport (OSL) is Norway's main airport. The airport serviced 18,1 million passengers in 2009. Oslo Airport has been named Europe's most punctual airport three times by the AEA (Association of European Airlines). OSL has 13,000 employees, who keep the airport open 24 hours a day.



ments and repairs, work orders are generated for the technical (building) department. On average around 100 incidents are reported each day.

### STANDARD SOLUTION

The system is based on a standard solution for operation and maintenance from IFS, Fredsvik continues: “We do our utmost to avoid any deviations from standard, known as non-conformities. Non-conformities can Together with IFS we’ve developed a log for continuously registering unwanted general events and incidents.easily create problems and unnecessary costs. Some adaptations may, however, be necessary.

Examples of unwanted incidents could be a fuel leak on the tarmac or a break in an important procedure. These events are given special treatment in the log tool. “The solution designed by IFS helps in developing better security at the airport, among other things.”

### SUCCESSFUL UPGRADE

The collaboration with IFS goes back to 1995, i.e. more than three years before the airport was in full operation, as Area Manager Alex Fredsvik. “During this time there have been plenty of challenges to deal with for both sides. For example, this year we’ve upgraded to Applications 7.5. I must commend IFS on their project management in connection with the upgrade. We’ve worked with highly skilled people who genuinely understand what we need. It was important to carry out the upgrade now—as we plan for Terminal 2 here at Gardermoen. We considered it wise to carry out the upgrade before this large, demanding project gets under way.”

### MAJOR GAINS

Although OSL has come a long way when it comes to using IFS Applications, Alex Fredsvik thinks there are still major gains to be had. At Gardermoen airport the IFS system has around 300 users, 100 of them ‘heavy’. The general level of IT expertise among personnel is high. The challenge is to continuously top up with new, updated knowledge. Ahead of the upgrade to Applications 7.5 a pilot project was carried out. This laid an important foundation for the continued development of IT expertise.

“We are currently working on optimizing use of the system,” says Fredsvik. “In connection with this we are focusing in part on an improved structuring of the entered information and on establishing internal procedures to secure better utilization. One thing we did during the transition to IFS Applications 7.5 was to engage Addovation, a business partner of IFS, to ensure the best possible professionalism and definition of roles.”

### CONTINUED DEVELOPMENT AND GROWTH

Together with IFS, Alex Fredsvik feels that new initiatives have to be taken to improve efficiency. “In future we’ll be focusing on solutions that make it easier for the end user to sort and identify information. The new user interface, IFS Enterprise Explorer, seems promising and we’re looking forward to using it.”

Alex Fredsvik would like OSL and IFS to challenge each other to achieve growth and success together. All the conditions would seem to be in place. With 18 million passengers in 2008 the airport is quickly on the way to becoming the largest in the Nordic region. It has already passed Arlanda in Stockholm, and a capacity similar to that of big brother Kastrup in Copenhagen is within reach. Together OSL and IFS can develop further competitiveness in order to reach exciting new goals.

### BENEFITS

- Standard solution
- Easier for end-users to sort and identify information
- Complete, detailed overview of the entire facility



**“For us, IFS Applications is an essential tool for quickly restoring order. The system gives us a complete and detailed overview of the entire facility.”**

Alex Fredsvik, area manager, OSL

