



SUPPORT SERVICES

OPERATIONS, MAINTENANCE
& REMOTE SUPPORT



**BEYOND
AUTOMATION**



GLOBAL EXPERTS

IN BAGGAGE HANDLING SYSTEM INTEGRATION AND SUPPORT

From small airports to major hubs, Alstef Group has been delivering Baggage Handling Systems (BHS), solutions, and support to airports around the globe for over 50 years.

Alstef Group is the proven choice to assist with support service requirements of your BHS, and to help ensure the smooth running of your airport. We work to optimise the performance and reliability of your system, in order to minimise costly downtime of critical equipment.

We understand your business.

Our customers can rely on us for the best possible products and solutions, and exceptional customer service.



SUSTAINABILITY FOCUS:

Our BAGXPRT - predictive maintenance solution provides the capability to optimise the energy management and life-cycle of your baggage system. The tool provides simulations and forecasts so that you can run scenarios of your system to look at options for reducing energy consumption and compare the impact of wear of tear on the system.



TAILORED SERVICES

HIGHLY KNOWLEDGEABLE, EXPERIENCED & PROFESSIONAL PERSONNEL

Alstef Group offers a complete range of after-sales support options, including on-site operations, preventative, corrective, predictive, and computer-assisted maintenance, system evaluations, 24/7 support, and spare part management.

Choose any combination of required services and be confident in the knowledge that you are working with highly trained staff who understand your needs and are dedicated to supporting the investment in your facility.

Our commitment to our customers is long-term.

Many of our support contracts have been in place for decades as we focus on proving our value to our customers.

ON-SITE OPERATIONS



An Alstef Group on-site BHS operations team provides comprehensive monitoring of the check-in conveyors, outbound BHS screening and sortation system, and in-bound carousels. We ensure a skilled team is on-site at all times when the system is in operation to maximize system availability of the system

We perform daily tasks and inspections, scheduled, preventive, corrective maintenance for all BHS equipment (including third-party supplied BHS product) and can extend this to include additional items such as screening machines, bag drops, kiosks, and passenger boarding bridges.

Our services include assigning flights to in-bound reclaim carousels and out-bound make-up devices; updating baggage information displays, operating manual encode stations, and working alongside other agencies and security providers to resolve any baggage-related issues.

PREVENTATIVE, CORRECTIVE MAINTENANCE & CMMS



As your baggage handling system grows in size and complexity, it is important to have in place suitable levels of maintenance support to ensure that you achieve the highest levels of performance and availability from your system.

Alstef Group maintenance services provide added value in terms of reducing operating costs, and maximizing the performance and economic life of the baggage handling system assets.

We can tailor a package from our wide range of maintenance services including local support, regular scheduled preventative maintenance services to system health checks.

When a dedicated on-site team is not viable, we train locally available engineering resources to undertake monthly preventative maintenance and to be on-call to attend unplanned system events within the required Service Level Agreement (SLA) response times.

24/7 REMOTE SUPPORT



For complete peace of mind, we offer 24/7 subscription support services to connect you to our team of on-call specialists who can guide you on all aspects of the BHS including mechanical, electrical, PLC, Sortation Allocation Control (SAC) software, System Control and Data Acquisition (SCADA) software, and IT networks.

Our experts provide immediate response and on-line system monitoring to support on-site operation crews, including problem diagnosis via remote login to download system reports and system incident logs, and can quickly trace faults and restore normal operations. We can also provide ongoing continuous improvement through systematic incident analysis and review.

A remote support contract can be added to a tailored support package, combined with any of our other operations or maintenance services.

COMPUTERISED MAINTENANCE MANAGEMENT INFORMATION SYSTEM (CMMS)

Alstef Group has several maintenance engineering tools with the primary tool being our Computerised Maintenance Management Information System (CMMS) - CarlSource.

Featuring a variety of functionalities, our CMMS allows tracking and planning of maintenance schedules, and monitoring of works in progress relating to the BHS. It can also facilitate the management of spare parts stock including inventories, entries/exits, purchases, etc, and the management of both material and human resources through a intuitive, graphical interface.

PREDICTIVE MAINTENANCE, REPORTING & DIAGNOSTICS

Our predictive maintenance software, BAGXPERT, facilitates anticipation of component or system failures and can detect risk of break-down, aiding to prioritise maintenance activity in real-time.

Using sensors, equipment based data such as temperature and vibration is transmitted through a private, low-consumption network to an artificial intelligence platform which can anticipate failure through prior learnings therefore improving system performance, reliability, and reducing maintenance costs.



KEY BENEFITS

EFFICIENT AND EFFECTIVE BAGGAGE HANDLING SYSTEM OPERATIONS

Alstef Group works with stakeholders to ensure there is always an expert team available to cover all BHS operational requirements and to perform maintenance tasks with minimal impact on airport operations.

Maximise asset life and minimise cost.

Good maintenance and skilled operators ensure our customer gets the full value from their capital investment. The equipment will last longer, and a regular maintenance program reduces the cost and inconvenience of unforeseen failures.

Health and safety.

Alstef Group has a comprehensive health and safety program to ensure the safety of its products and workers, and the workers around them.

Quality Control.

Alstef Group is an ISO 9001:2015 accredited company and recognises the importance of an effective quality management system.



SPARE PARTS MANAGEMENT

ENHANCING YOUR SYSTEM RELIABILITY THROUGH EASY ACCESS AND TRACKING OF CRITICAL SPARES

Fast and easy access to spare parts is essential for the continuous, successful running of an airport.

Alstef Group has a dedicated spare parts department tasked with ensuring that every airport with our equipment has the required spares on hand in the event of a system failure. It is important to regularly review spare parts inventory; to check required stock levels and for obsolete items.

Alstef Group offer a 'Warrant of Fitness' maintenance check designed to extend the life of the system, including a full review locally held spare parts.

Reduce system downtime costs.

Holding a full inventory of recommended spare parts specific to a system ensures that if there is a system malfunction, the system can be up and running in minimal time and with little inconvenience.

Avoid delays.

Our spare parts team can check whether any items required for a BHS have become obsolete and ensure suitable replacements are supplied.

ALSTEF

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