



## Commercial Telecoms Service Delivery Bonnie Lantier

**Heathrow**

 **SITA**  
Commercial Telecoms

# Our Service Delivery Team Charter



- ✓ Flexible
- ✓ Focussed
- ✓ Approachable

- This year we have increased the Service Delivery team;
  - We are able to interface with you along with your Account Managers
  - We work closely with the project teams
  - We take prompt actions on the end of job satisfaction survey and take actions

# New Heathrow IT Service Desk

New IT Service Desk starts on 11<sup>th</sup> of July 2018



- Service Desk number remains same - **0208 976 5665**
  - Please call this number to raise incidents

Note:- Emails will be used for product queries only

- We'll be sending communications to our customer base with further details shortly

# Order Requests Process Update

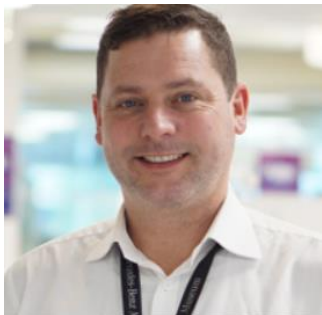
**No order requests will be processed via the Service Desk from 11<sup>th</sup> of July 2018**



Aydan Sener



Lola Buckfield



Jason Summers



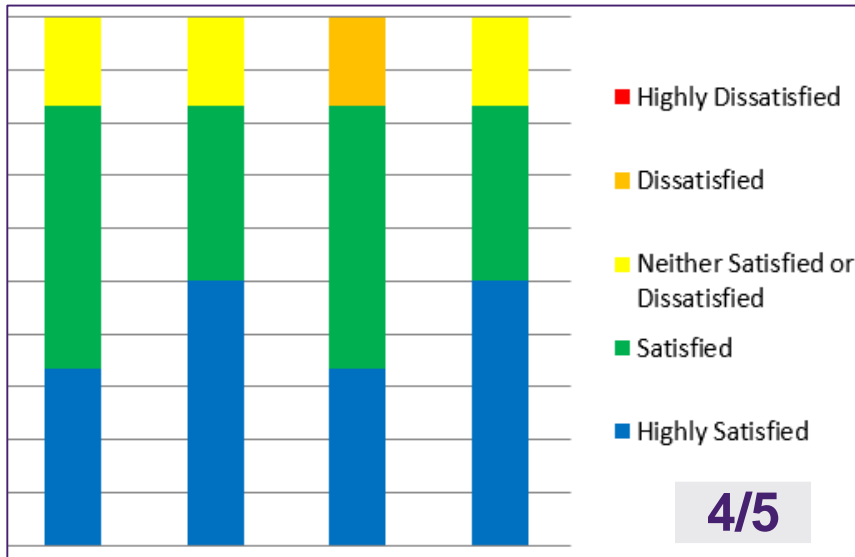
Amitoj Deol

- **Please send order requests**
  - via our portal <https://heathrowtelecoms2.force.com/>
  - via email [heathrow@sit.aero](mailto:heathrow@sit.aero)
- Or contact your Commercial Telecoms Account Manager

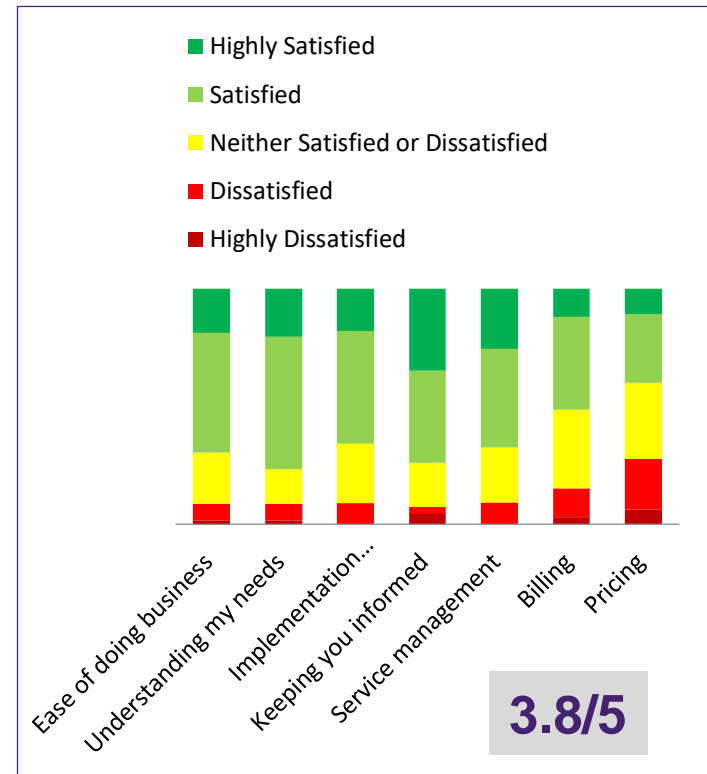
Note: This also includes physicals such as patching

# Customer Satisfaction Surveys (CSATs)

2018 April End of job CSATs



2017 Annual CSAT



# Reduction of unauthorised Wi-Fi Access Points (APs)

We constantly work on reducing the interference to the Heathrow wireless network, and are here to help you find alternative solutions



Example of devices causing interference

- Baseline Survey of Rogues APs
  - 2017 September - 146
  - 2018 April - 51

DIK BEDANKT <sup>tesekkurler SALAMAT</sup> <sup>grazie</sup> <sup>Khublei</sup> <sup>TAK</sup> <sup>merci</sup> <sup>grazie</sup> <sup>GRANTANGi</sup> <sup>MERCI</sup> <sup>Ngiyabonga</sup> <sup>SUWUN</sup>  
<sup>asante</sup> <sup>Pa x m e t</sup> <sup>TAK</sup> <sup>kiitos</sup> <sup>GRAZAS</sup> <sup>kammagar</sup> <sup>SALAMAT</sup> <sup>Diakuj</sup>  
<sup>謝謝</sup> <sup>MASI</sup> <sup>danke</sup> <sup>ありがとう</sup> <sup>tesekkurler</sup>  
<sup>mahalo</sup> <sup>SUWUN</sup> <sup>grassie</sup> <sup>SUWUN</sup>  
<sup>TAK</sup> <sup>DIK</sup> <sup>THANK</sup> <sup>YOU</sup> <sup>HVALA</sup> <sup>tesekkurler</sup>  
<sup>gracias</sup> <sup>Спасибо!</sup> <sup>daank</sup> <sup>GRANTANGi</sup> <sup>grazie</sup> <sup>TAKK</sup> <sup>daank</sup>  
<sup>DAKUJEM</sup> <sup>TAKK</sup> <sup>ASANTE</sup> <sup>Kammagar</sup> <sup>MERCI</sup>  
<sup>GRAZAS</sup> <sup>kammagar</sup> <sup>Хвала</sup> <sup>hvala</sup> <sup>DIK</sup> <sup>اركش</sup> <sup>DANKE</sup> <sup>Grassie</sup>  
<sup>salamate</sup> <sup>SUWUN</sup> <sup>kiitos</sup> <sup>bedankt</sup> <sup>GRAZAS</sup> <sup>arigato</sup> <sup>TAK</sup> <sup>grazas</sup>  
<sup>dakujem</sup> <sup>HVALA</sup> <sup>ϣηϣαιε</sup>  
<sup>MERCI</sup> <sup>dik</sup> <sup>HVALA</sup> <sup>daank</sup> <sup>TAK</sup> <sup>dik</sup> <sup>danke</sup>