



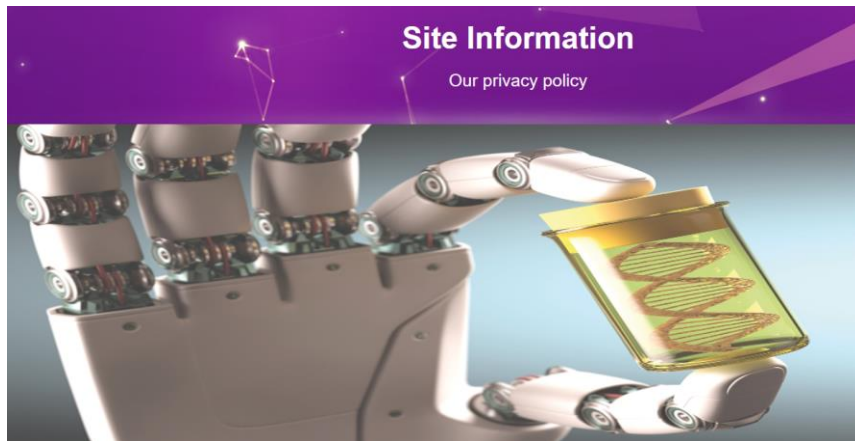
Commercial Telecoms Marketing

Nita Barthakur

Heathrow

 **SITA**
Commercial Telecoms

General Data Protection Regulation (GDPR)



- We are GDPR compliant
 - We have updated our Terms & Conditions and Privacy Policy to comply with GDPR
 - We will be sending our customers the updated copies to be signed and returned
 - They can be found on our portal
 - [Our Terms and Conditions](#)
 - [Our Privacy Policy](#)

Customer Portal – Who's Who



Roberto Segala



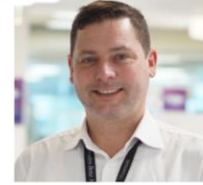
Rob Pengilley



Jinny Gill



Nita Barthakur



Jason Summers



Lola Buckfield



Aydan Sener



Joe Nicastro



Amitoj Deol



Fabiano Santos



Jayne Davis



Bonnie Lantier

Customer Portal – News

Commercial Telecoms Pricebook has been refreshed

•Published: 22/03/2018 General•



See whats new and the updates in the latest version of our Pricebook

[Read More](#)

Service Desk & Incident logging details

•Published: 09/03/2018 General•



A reminder - The best way to get your issues resolved

[Read More](#)

Commercial Telecoms welcomes BT as a partner

•Published: 09/03/2018 General•



BT/Dixons' Managed IPSEC project has been on our top agenda

[Read More](#)

New Wireless LAN tariffs with effect from 1st January 2018

•Published: 21/12/2017 General•



Notifications of changes have been sent to all users

[Read More](#)

A celebrity has been spotted at Heathrow

•Published: 09/03/2018 General•



Our customer projects have been Aydan's highest priority

[Read More](#)

2018 Customer event - Registrations open

•Published: 09/03/2018 General•



Mark the 22nd of May to attend our innovation event

[Read More](#)

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 **SITA**
Commercial Telecoms

Customer Portal – Product and Service desk

Service brochures



Products and services

- ▶ A-CDM Data Feed
- ▶ Broadband
- ▶ CCTV
- ▶ Co-Location
- ▶ Common Beacon Infrastructure
- ▶ Digital Mobile Radio
- ▶ Flight Information Display Screens
- ▶ IPTV
- ▶ Managed LAN
- ▶ Wireless LAN
- ▶ Passive Copper

Service desk

Quick reference guides



The quick reference guides provide key information on processes, contact details and escalation.

- ▶ Incident management
- ▶ Request fulfilment
- ▶ Change management
- ▶ Electronic communications approval process (ECAP)
- ▶ Useful contacts

We welcome feedback about how we can continue to improve the service we provide and so if you have any comments regarding the quick reference guides, or if you have identified a topic for which the production of a new quick reference guide would help please let us know at heathrow@sita.aero.

Behind the scenes



- Tools we use
 - Salesforce
 - Marketo
- Resources
 - In-house
 - Agency
- Support
 - Remote (iSales)
 - On site team

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^{謝謝} ^{MASI} ^{danke} ^{ありがとう} ^{tesekkurler}
^{mahalo} ^{SUWUN} ^{grassie} ^{SUWUN}
^{TAK} ^{DIK} ^{THANK} ^{YOU} ^{HVALA} ^{tesekkurler}
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