

AIRPORT OPERATIONS CENTERS & COLLABORATIVE DECISION-MAKING



GROUPE ADP
Airport Services



SELECTED SPECIAL SKILLS ARE NEEDED TO PILOT A GREAT AIRPORT

GROUPE ADP CONSULTING IN AIRPORT OPERATIONS, A KEY EXPERTISE TO ORCHESTRATE ALL YOUR ACTIVITIES

Structured and well planned involvement of Stakeholders, together with efficient Communication and information exchange, are key to the improvement of your airport's performance and its operational success and resilience in any situation.

This can be addressed through well established **Airport Operation Centers**, which facilitate supervision and monitoring, while encouraging collaboration and coordination.

Whether it takes shape of **Collaborative Decision-Making** structure (A-CDM), focusing on airside performance optimization with strong involvement of Air Traffic Management, or **Airport Operations Center** (APOC) monitoring the entire processes of airport value chain (Airside and Landside), we accompany you throughout the process to **gradually extend and reinforce the operational management** of your airport.

Combining those structures, along with consistent tools and stakeholders involvement, enables you to reach to the ultimate stage called **Total Airport Management** (TAM), which subsequently helps you to make the best decisions by anticipation, while providing a 360° overview of airport operations, processes and performances.

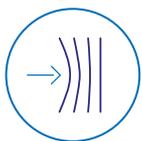
OUR EXPERTS CAN MAKE TAILOR-MADE RECOMMENDATIONS FOR THE IMPLEMENTATION OF SUCH OPERATION CENTERS AND BRING SOLUTIONS ADAPTED TO YOUR AIRPORT'S SPECIFIC PROFILE:

1. Feasibility assessment in line with your objectives
2. Promotion and communication about the targeted structure
3. Definition of operational processes and procedures
4. Recommendations and assistance on IT and technical tools
5. Project management and recommendations to set-up the implementation phase, such as roadmap, site layout and workspace and work position design.



WHY OUR CONSULTING SERVICES IN AIRPORT OPERATIONS CENTER IS THE MOST RECOMMENDED FOR YOUR AIRPORT

- ◆ **YOU GET LEVERS TO MONITOR AND IMPROVE EVERY ASPECT OF YOUR BUSINESS TOWARDS EXCELLENCE.** Among those benefits are: an optimized use of ground and terminal resources, an improved security and safety, an improved passenger satisfaction, an improved resilience of operations during disruptions and fastened recovery and, finally, a reduced impact on environment.
- ◆ **YOU CREATE THE CONDITIONS FOR A RELIABLE ENGAGEMENT OF EVERY STAKEHOLDER.** Which is a key to a continuous success in the industry and operations. This can only be achieved through long term collaboration and taking ownership, resulting in smooth coordination and better decisions.
- ◆ **YOU BETTER ANTICIPATE THE FUTURE.** On a daily basis, it starts with an improved predictability of traffic to prevent traffic congestion and therefore improve on-time performance. On the longer run, it allows you to better anticipate any disruptive event and mitigate its impact thanks to predictive tools.



RESILIENT



SMART



GREEN



CONNECTED

- ◆ **YOUR BENEFIT FROM A PROVEN EFFICACY.** The methodology that has led to A-CDM and APOC implementation has been successfully executed in Paris-Orly (32 million Pax and 218 000 air movements in 2019) and Paris-Charles de Gaulle (76 million Pax, 498 000 air movements in 2019) airports.

GROUPE ADP, LEADING YOUR AIRPORT TOWARDS EXCELLENCE



Over the past decade, as airport operator, Groupe ADP has gradually reinforced its capabilities towards airport supervision, paving the way to a Total Airport Management mindset. Those achievements have increased our understanding about how the share of organized information between stakeholders is a key

success factor for the improvement of operational performance towards excellence. The experts from Groupe ADP are therefore particularly skilled to design efficient organizational scheme and formalize processes related to Operations Centers.