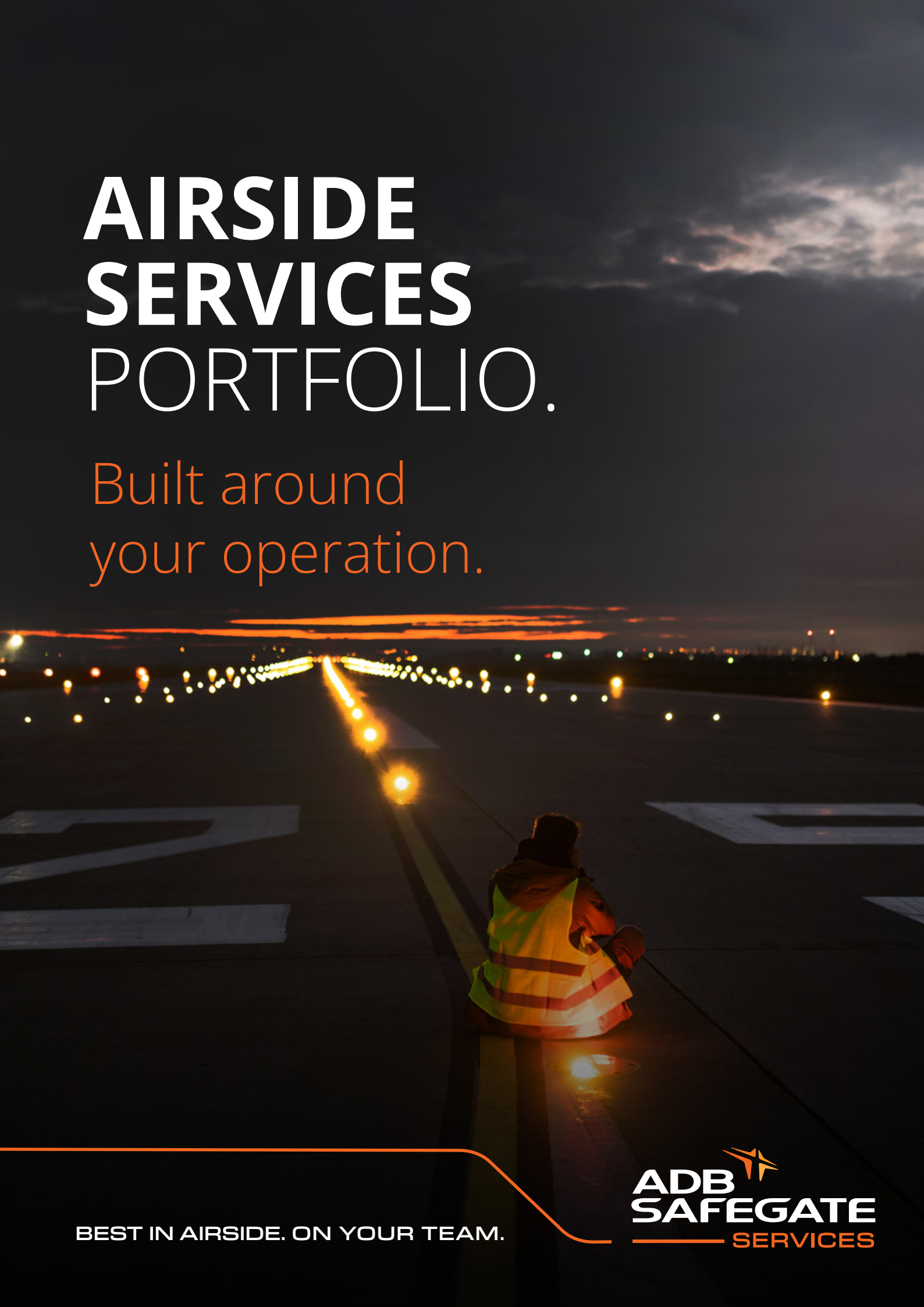
AIRSIDE SERVICES PORTFOLIO.

Built around your operation.



BEST IN AIRSIDE. ON YOUR TEAM.

ADB SAFEGATE SERVICES

SERVICE IS A COMMITMENT

The Real Work Begins After Installation.

Airside systems remain mission-critical long after the project team leaves. They still have to perform safely, reliably and every day.

ADB SAFEGATE stays alongside your airport throughout the operational life of those systems – helping your people resolve issues, prevent failures, maintain compliance and plan what comes next.

Global Depth. Local Responsiveness.

WHY ADB SAFEGATE

Global Depth.
Local Responsiveness.

The reach and experience of a global airside technology company, delivered by service teams working close to your operation.

3,000+	175+	1,700+	170+
AIRPORTS	COUNTRIES	EMPLOYEES	CERTIFIED SERVICE TECHNICIANS AND ENGINEERS

Support Where You Work

Our service teams work in local conditions and understand local operating requirements, backed by the product knowledge, engineering experience and resources of ADB SAFEGATE.

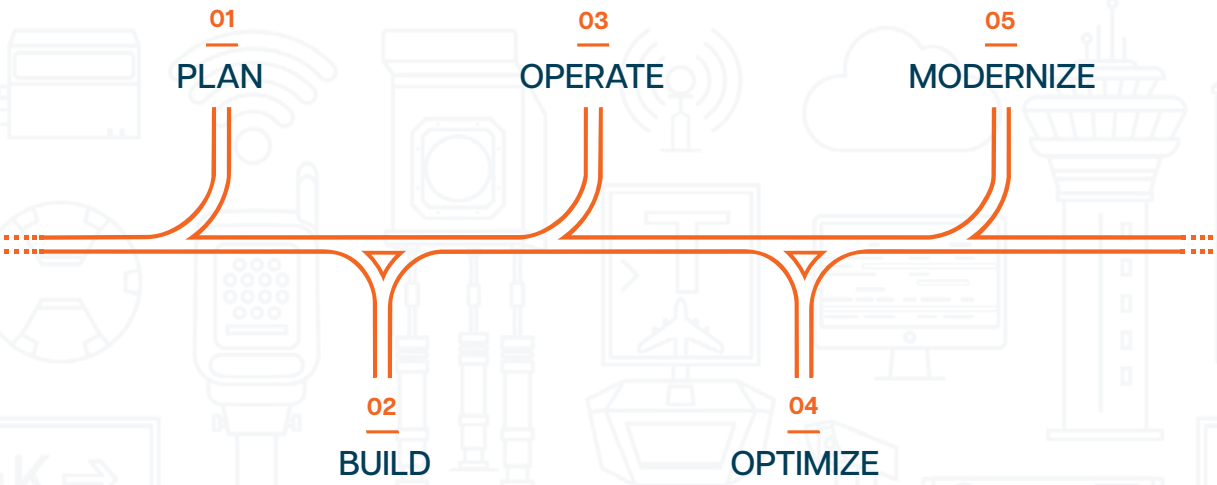
OEM Expertise

Support from the people who design, build, commission and maintain the systems.

ADB SAFEGATE SERVICES

One Partner.
Every Stage.

From the first design drawing to day-to-day support, planned maintenance, training, digital services and long-term asset management, ADB SAFEGATE supports the airside throughout its operational life.



Always On Support

The services that keep you covered around the clock

Planned Maintenance

Structured maintenance from preventive visits to long-term responsibility.

Expertise And Training

Training, consulting, audits and assessments.

Digital Intelligence

Cyber Protect, software/configuration support and digital knowledge tools.

Project And Site Services

Design, installation, commissioning, surveys and site/project support.

Aftermarket Support

Spares, repair, refurbishment, remote monitoring and lifecycle planning.

Asset Management

Health checks, safety and performance testing, calibration and incident investigation

ALWAYS ON SUPPORT

The Right Expertise, When and Where You Need It.

When an issue needs attention, ADB SAFEGATE provides a clear route from first contact to technical resolution – remotely where possible and on-site when the work has to be hands-on.

SERVICE DESK SUPPORT

A single point of contact that logs, owns and drives service requests to resolution during local business hours.

ONLINE SERVICE PORTAL

Raise and track service requests and share service-related information online. SLA customers may receive a custom portal with KPI tracking, depending on region and agreement.

REMOTE SUPPORT

Secure remote connection allows experts to diagnose, update and resolve supported hardware and system-software issues without a site visit.

ON-CALL SUPPORT

After-hours support with internal escalation and optional dispatch/response commitments as defined in the customer agreement.

ON-SITE SUPPORT

On-demand technical assistance at the airport when equipment needs hands-on troubleshooting.

PLANNED MAINTENANCE

Prevent Problems.
Protect Performance.

Planned maintenance replaces reactive intervention with structured support matched to the airport's capability, risk profile and required level of responsibility.

With original equipment and design manufacturer (OEM and ODM) support, you get expert care, genuine parts, and trusted accountability, ensuring every maintenance plan delivers maximum reliability and peace of mind.

PREVENTIVE MAINTENANCE AGREEMENT (PMA)	Recurring inspections, testing, calibration and reporting carried out before assets fail. The programme can include predefined on-site preventive-maintenance services and agreed add-ons.
SERVICE LEVEL AGREEMENT (SLA)	A defined service scope with agreed performance measures and response commitments. Depending on the agreement this can include support, portal access, remote support, planned maintenance, reporting and other agreed services.
MAINTENANCE AS A SERVICE (MaaS)	ADB SAFEGATE supplements the airport workforce and takes responsibility for agreed maintenance activities, using regional/shared resources where appropriate and working to agreed metrics and targets.
FACILITY MANAGEMENT (FM)	Long-term, on-site responsibility for the airport's maintenance organisation and continuity, with deployed operational, management and engineering resources according to contract scope.

Higher Availability

Studies show preventive maintenance can boost equipment uptime by **up to 20%** compared to reactive approaches.[1]

Predictable Maintenance Cost

Scheduled inspections and earlier intervention replace surprise repairs with planned investment, potentially **reducing maintenance costs by 10–40%.**[2]

Longer Asset Life

Protect your investment. A structured maintenance program can extend asset life by **20–40%**, ensuring your systems perform reliably for years to come.[3]

Safety and Compliance Support

Meet ICAO, FAA, and local requirements with ease. Regular maintenance is proven to reduce safety risks and support regulatory compliance.[4]

Less Unplanned Disruption

Keep operations smooth and on schedule. Proactive maintenance can **cut unplanned downtime by as much as 50%.**[5]

[1] U.S. Department of Energy, Operations & Maintenance Best Practices Guide. [2] McKinsey & Company, Digitally Enabled Reliability: Beyond Predictive Maintenance. [3] McKinsey & Company, Maintenance and Reliability. [4] FAA, Guidelines and Procedures for Maintenance of Airport Pavements. [5] Plant Engineering Magazine, 2019 Maintenance Survey.

EXPERTISE AND TRAINING

Build Capability
That Stays with Your Team.

OEM knowledge, transferred to the people operating and maintaining the airside.

Training Academy

ADB SAFEGATE Training Academy delivers structured technical and operational training for airside professionals, from fundamentals and maintenance through advanced system and design topics. Delivery can combine classroom training, Virtual Instructor-Led Training (VILT) and self-paced e-learning.

Training Credentials

Trainers are ICAO Certified Training Instructors (ICAO TIC) and AAAE Airport Certified Employee Airfield Lighting Maintenance ACE-ALM (FAA). TRAINAIR PLUS™ member demonstrate that our training programs meet internationally recognized civil aviation standards.

Audits and Assessments

Maintenance Operations Audit and Assessment reviews procedures, tools and equipment, spares, maintenance systems and staff competency. **Airside Infrastructure Audit and Assessment** evaluates installed assets, condition, compliance, performance and risk, with a formal report and recommendations.

Consulting

Specialist airside consultancy draws on ADB SAFEGATE design, regulatory, operational and maintenance experience to support planning, compliance, safety and complex technical decisions.

DIGITAL INTELLIGENCE

Keep Supported Systems Current, Secure and Easier to Support.

Cyber Protect Service

A managed cybersecurity maintenance program for supported airside systems. Depending on scope, services can include patching, vulnerability scanning, hardening, monitoring, backups and secure-access measures.

Software and Configuration Updates

Updates to supported systems' software versions plus configuration and operational changes, scoped case by case and applied by ADB SAFEGATE specialists.

Airside Intelligence Knowledge Chatbot

Fast access to product-related information for supported CORTEX systems, intended to help teams find manuals, product details and maintenance information more quickly.

Mission-critical systems deserve disciplined lifecycle support.

PROJECT AND SITE SERVICES

Start with the Right Foundation.

DESIGN AND BIM MODELS

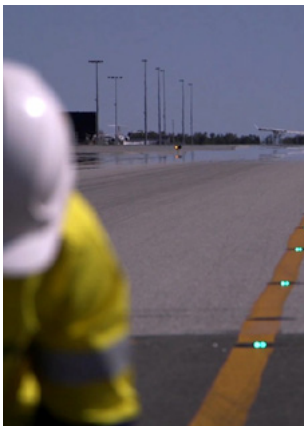
"Award-winning airside design, from concept to as-built"

Multidisciplinary airside design from preliminary and tender design through detailed issued-for-construction packages, BIM modelling and as-built documentation.

SITE SURVEYS

"Know exactly what you've got, before you change it."

On-site collection of measurements, asset locations and technical information required to support future design, installation or upgrades.



CONSTRUCTION AND INSTALLATION

"Installed to OEM standard. From day one."

Installation of supported airside hardware and systems to the agreed design and OEM requirements. Scope varies by region and project.

COMMISSIONING

"Tested, proven and signed off before you go live."

System verification, functional testing, calibration, integration checks, operational-readiness testing and handover documentation.

SITE / PROJECT SUPPORT

"Our expertise on site, when your team is at capacity."

ADB SAFEGATE can provide project and site expertise where agreed and available, including technical oversight and coordination.

Designed, installed, tested and handed over with long-term operation in mind.

AFTERMARKET SUPPORT

Keep the Installed Base Performing.

SPARE PARTS MANAGEMENT
Assessment, planning and management of critical spare parts, including inventory analysis, critical-spares identification, replenishment and obsolescence planning where included in the service scope.

PARTS REPAIR
Diagnosis, repair, component replacement, functional testing and return of supported hardware items. Repair keeps serviceable assets in use where replacement is unnecessary.

PARTS REFURBISHMENT
Structured refurbishment can extend the service life of eligible assets. Availability and eligible products are region-specific.

REMOTE MONITORING
Scheduled secure remote checks of supported systems to review technical status, alarms and performance and recommend action before issues escalate.

ASSET LIFECYCLE PLANNING
Assessment of installed assets and obsolescence, followed by phased upgrade or replacement planning designed to minimise operational disruption.

Repair where practical.
Plan before obsolescence becomes disruption.

ASSET MANAGEMENT

Know What You Have.
Know What It Needs.

CORTEX Service is a cloud-based CMMS built for airport maintenance and asset management.

One maintenance environment – from individual assets to airport-wide maintenance activity.

It provides a digital environment to register and organize assets, schedule and manage maintenance activity, track lifecycle history and support maintenance-compliance records.

SEE

Build visibility of the installed asset base, status and maintenance history.

PLAN

Schedule inspections, preventive maintenance and future work.

DO

Manage work orders and field activity, including mobile/offline workflows where supported.

LEARN

Use maintenance history, condition information and connected-device data to support better maintenance and lifecycle decisions.

YOUR AIRSIDE.
YOUR PRIORITIES.
OUR TEAM.

From a single support request, assessment or training course to planned maintenance, asset management and a long-term service partnership, start with what your operation needs today and scale when you are ready.

Service Tailored
to Your Airport.
Your Priorities.

Scan to Explore What's Next.

BEST IN AIRSIDE. ON YOUR TEAM.

ADB SAFEGATE SERVICES