



SAFEDOCK A-VDGS AND INTELLIGENT AIRPORT SUPPORT SERVICES

Enhance Safety, Efficiency, and Sustainability

Preventive Maintenance Program

- **40+ Years of Experience:** Operating at more than 300 airports worldwide.
- **Bi-Annual Service:** Maintenance tasks scheduled twice a year during non-disruptive times to maintain smooth operations.
- **Comprehensive Reports:** Detailed visit summary reports after each maintenance visit, enhancing transparency and oversight.

A-VDGS Training

- **Comprehensive Knowledge:** Training programs that provide in-depth understanding of the Safedock advanced visual docking guidance system.
- **Improved Safety & Efficiency:** Enhance safety and efficiency during aircraft docking and departure procedures through trained personnel.

Service Level Agreements (SLAs)

- **Tailored Services:** Ensure A-VDGS and your Intelligent Airport software are operational 24x7
- **Four plans available:** – On demand, Basic, Advanced, and Premium, with the option to customize service agreements to fit your airport's specific requirements and budget.
- **Flexible Options:** Pay-as-you-go or choose a plan with faster reaction times, a broader range of services, and preferential rates.

Maximize System Uptime

- **On-Site Spare Parts Inventory Management:** Ensuring you have the necessary parts on hand
- **Consignment Program:** Full inventory of recommended spare parts with a pay-as-you-use model.

Get in Touch with Us Today!

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**ADB
SAFEGATE**

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Preventative Maintenance

Visual Inspection	Checking all visible components for wear and tear to ensure safety and reliability.
Functional Testing	Ensuring the unit operates correctly, promoting efficiency.
Firmware Updates	Updating software for optimal performance, enhancing system longevity.
Cleaning	Removing any debris and ensuring lenses and sensors are clean for better operation.
Electrical Checks	Inspecting wires, connectors, and electrical components for safety and proper function.
Calibration	Adjusting sensors and cameras for accuracy, improving operational efficiency.

Service Level Agreements

Customizable plans designed to address your airport's needs

Support	Service on Demand	Basic	Advanced	Premium
Service desk	8/5 available	8/5 included	24/7 included	24/7 included
Customer online portal ¹	public	custom	custom	custom
Remote access and cyber security patches ²	available	included	included	included
Remote monitoring ³	x	x	x	optional
Reporting	x	x	quarterly	monthly
Reaction time	< 5 business days	< 8 h	< 4 h	< 1 h
On-site arrival time	x	< 10 business days	< 5 days	< 3 days
Scheduled services	x	annual inspection	annual inspection	annual inspection

¹Online portal uses JIRA Service Desk internet service and enables customers to self-register and track requests. Basic, advanced and premium plan users also get access to the knowledge base.

²Remote access uses secure VPN remote access to improve the effectiveness of the service desk support and enable delivery of remote services.

³Service conditions are defined on case-to-case basis.

A-VDGS Training

Comprehensive Knowledge

- **Training programs** provide in-depth understanding of the Safedock A-VDGS.
- **Learn best practices** for improving safety and efficiency during aircraft docking and departure procedures.

Safety

- **Reliable Operations:** Preventive maintenance and SLAs minimize failures, ensuring FAA compliance.
- **Proper Training:** Equips your team to handle Safedock A-VDGS, enhancing safety.

Efficiency

- **Optimized Performance:** Maintenance and training ensure seamless operations, reducing delays.
- **Minimized Downtime:** SLAs ensure quick issue resolution, maintaining efficiency.

Sustainability

- **Eco-Friendly Practices:** Preventive maintenance and inventory management extend equipment lifespan and reduce waste.
- **Sustainable Operations:** Training and SLAs promote efficiency and eco-friendly practices, supporting FAA sustainability goals.