huenei
IT services

Case Study.

TAMS/ROD

Location: Argentina
Client: Aeropuertos Argentina 2000
Industry: Transport & Logistics
Service: Dedicated Teams
Expertise: Software Development
Tecnologies: .Net, using HTML, CSS, JavaScripts, JQuery and Boostrap

Solution

Through a development team, an upgrade of the ROD system was carried out, used for the treatment of different daily operations; this has improved reporting capabilities and information for decision-making. Regarding the TAMS system, an upgrade was performed at the operating level, taking into account the support and maintenance of the current version to ensure a better operation for end-users, contemplating the fact that this system is in charge of the total administration of all airports, which allows it to manage resources, seasonality of flights and daily operations.

Background

Aeropuertos Argentina 2000 was founded in 1998 for the management and operation of 35 air terminals within the Argentine national territory, and has since become the largest private operator in the world. Today, it has over 2,100 employees working to ensure the highest quality services and meet the highest international standards of quality, safety and comfort, 365 days a year.

Challenges

AA2000 is focused on customer experience and on modernizing, transforming and expanding the infrastructure and services at the air terminals to connect communities through an efficient and sustainable network, improving the quality of service to end users and improving internal and general operations.

Business Objetives

Optimize the ROD and TAMS platforms to meet the new demands of the IT department. Develop an Android application and a Web application to support access by the AA2000 team.
Improve ticket resolution times, as well as decrease ticket creation. Manage different resources from all airports more efficiently.

Results

- **General optimization** of the ROD and TAMS platforms, **improving operational capacity**, as well as **solving tickets and operation issues.**

- **New versions** of TAMS 2.0 and ROD 2.0.