

# ATI CLOUD – YOUR WORKSPACE ANYWHERE

## CREATING A VIRTUAL WORKSPACE FOR GROUND HANDLERS AND CALL CENTER AGENTS

As airlines outsource more of their business processes, including ground operations and call centers, IT departments face the challenge of delivering a secure workspace to staff outside of their organization and onto an IT infrastructure they do not control.

### ISSUES

- Delivery of applications or a digital workspace outside of corporate IT infrastructure perimeter, with limited control over security and performance, is a challenge
- Ground handlers' and call centers' IT environments and standards are varied
- Application performance, service availability, and data security requirements are even more stringent than within your own environment
- IT flexibility (ease of provisioning and removing end-users) is essential to facilitate transition to new partners or accommodate activity peaks

### SITA SOLUTION

- From the ATI Cloud, desktop applications or virtual workspaces are published to the agent's desktop:
  - Specific role-profiles and the workspace environment required by the BPO agent are configured in our Citrix farms
  - The workspace is then securely delivered onto the existing desktop of the BPO agent. No data is stored and no applications are installed locally
- The ATI Cloud Portal provides the IT or business department with end-user administration capabilities
- SITA ensures end-to-end design, implementation, consistency, performance, support, and evolution of the solution.

### BENEFITS

- Secure delivery of an application or a full virtual workspace onto a ground handling or call center partner's IT environment
- Application and workspace versioning and distribution are fully under the control of the airline IT manager and can be implemented globally through the portal
- Consistent performance can be guaranteed on a global basis
- Pay-as-you-go model provides scalability, deployment flexibility, and adjustment of IT infrastructure and budget to business demand

### PROOF POINTS

**+50% OF AIRLINES' GROUND HANDLING OPERATIONS ARE OUTSOURCED**

**1 HOUR TO DEPLOY A PATCH, A NEW RELEASE, OR A NEW APPLICATION ONTO THE DESKTOP OF ALL SALES AND CALL CENTER AGENTS**

**1 MINUTE TO SECURELY DELETE THE WORKSPACE ENVIRONMENT OF A REVOKED AGENT**

## USE CASE



Create success. Together

## IT FOR GROUND HANDLERS

3RD PARTY ACCESS  
TO APPS



Secure access to airline apps for Ground Handling and Call Center agents

**>50%** OF GROUND HANDLING OPERATIONS ARE OUTSOURCED

## SOLUTION COMPONENTS

### 1. Published virtual workspaces:

End-users are provided with a virtual workspace for relevant role-based profiles. Each profile is defined by the customer and includes a specific set of desktop applications (generic, ATI specific, and customer specific), a set of desktop utilities, and data storage options.

### 2. Access to an industry applications catalog:

The published virtual workspace provides simplified access to the customer's applications as well as a variety of SITA and third party industry applications.

### 3. Self-service capability:

The ATI Cloud Portal provides the IT Manager with self-service capability to configure new end-users, request modifications to the workspace, etc. The portal also includes end-user self-service capabilities, through which users can self-procure new applications and request modifications to their workspaces.

### 4. End-user data storage and backup:

Several data storage solutions are available, each with back-up and data encryption options:

- Private drive (private data storage space in the ATI Cloud)
- Shared drive (data storage space in the ATI Cloud, shared between various virtual workspaces)
- Cloud drive (shared storage in the ATI Cloud providing instant data synchronization across virtual workspaces, traditional desktops, laptops, and mobile devices)

### 5. Active Directory option:

Synchronization with the customer's own Active Directory to simplify end-user credential management.

### 6. Network access options:

Access to the virtual workspace can be provisioned through a private MPLS network or via the Internet.

### 7. Roaming and multi-homing options:

A workspace can be replicated and published from multiple data centers, providing roaming employees with consistent performance globally while also providing a disaster recovery option.

### 8. Service level agreements and performance reporting

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