



evinta

Evinta Case Files

**When the
lights go out...**

**What's this
about?**

If you are working for an airport or better yet, responsible for managing one, it's no surprise that airport system outages have left you distraught at least once or twice during the past year. You've dealt with delayed planes, upset passengers and an overall disaster.

We understand, and we know that the struggle is real. Primary DCS outages are a common phenomenon and an expensive one at that! As per stats, the financial impact of a system wide failure per flight could go up to USD 160,000. It is exorbitant and cannot be ignored.

So this is about how the Evinta team was able to stop these losses for an aviation giant based in Australasia. Our client had just about had enough of these episodes and wanted a solution to their dilemma.

Ironically it wasn't just the staff that was affected but it was also their brand image.

www.evintaaviation.com

The tragedy of
primary DCS
outages

Yes we know

The struggle is real!

1 The client

Operating in 90+ airports across the world in 24 countries, our customer is a premier airline with over 2200 flights, 200,000+ passengers per week and a fleet of 800 aircraft.

2 The Dilemma

Being a major global airline, the frequent primary DCS downtimes were causing many issues for their operations which would otherwise be greatly profitable. Financial losses were heavy due to these disruptions and unhappy passengers were posting comments across the airlines' social media pages, which was clearly ominous for the brand.

This is when Evinta stepped in.

"The busiest hub airports are known to have over 9 downtimes per year. But for our customer it was becoming unacceptable and of course too expensive."



3 Finally a relief thanks to Evinta Back-up DCS

With decades of experience in the Aviation Industry, this was a pain point the Evinta team was able to effectively remedy. Airports needed a quick and effective solution to ensure their check-in and boarding processes was not disrupted when their DCS went down. The Evinta Back-Up DCS team took the following as key priorities when solving this issue for our customer:

1. Check-in staff don't have a lot of time adapt. So the Evinta back-up DCS had to be very easy to use from check-in to boarding and baggage handling
2. The system should be easy to install and be on hot standby to do a quick switch to the main
3. It would carry all features as the main DCS, since the data has to be synced back to the primary after the downtime and there should be no missing data

And last but not least it should have all the passenger information and check-in and boarding data right up to the time of the outage to make sure the whole check-in, boarding and flight departure process can carry on smoothly for the airline

How it works...

The Evinta Back-up DCS syncs with the primary DCS 24/7/365 and is up to date with all passenger data from the primary DCS. The system can be hosted on the Evinta cloud or locally at the airport. It is on hot standby constantly looking out for disruptions. With our client having multiple locations worldwide they needed a system which could support even independent outages in airports and that's exactly how the Evinta Back-Up DCS was built. So this is how it works and saves the big bucks for our client in 5 simple steps:

01

Airport suffers an outage of primary DCS

02

Airport supervisor switches to Evinta back-up DCS

03

Check-in to boarding is completely handled by Evinta

04

When primary DCS is back online supervisor switches over

05

Back-Up DCS transmits data back to Primary DCS