



Athens International Airport

Airport Consulting Services



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In this business, our mind is on your success.

Athens International Airport is a company based on a pioneer international Public-Private-Partnership model responsible for the construction, operation, management and development of Athens international airport.

Since the airport started its operation in 2001, it has created a legacy of exceeding expectations: from completing the development of the airport 5 months earlier than anticipated and the successful transfer of operations from the old airport within a single day to our exceptional performance that has outperformed macroeconomic indicators.

Our effectiveness and commitment in customer satisfaction have been globally acknowledged by more than 50 prestigious industry distinctions in almost every facet of the airport business, establishing us as one of the most successful airport companies worldwide.

Aiming to share the benefits of our successful business model we offer a portfolio of services based on the knowledge acquired by operating a world-class airport and the experience gained from consultancy and project implementation services offered in airports around the world.

01

Build flawless Airport Operations

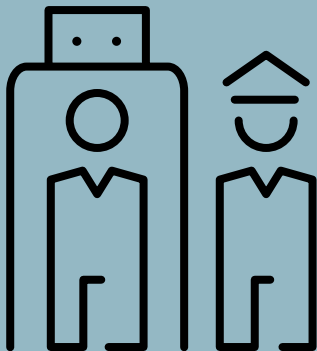
We can share valuable expertise in preparing and managing all aspects of modern airport operations including airside, terminal and baggage handling operations as well as offer specialized operations training to empower your personnel.

Airport Operations Services



- Airside operations
- Terminal operations
(supervision, information services, emergency response)
- Baggage handling operations
- Organization & set-up of Operations Control Center
- Training and Commissioning

Security Services



- Design, Organisation & Operation
- Design of the Airport Security Programme and SOPs
- Security Technology recommendations

Operational Planning & Optimization

- Concept development
- Integrated operational design & facility management
- Efficiency improvement
- Planning & setting-up of procedures



Crisis & Emergency Management Business Continuity & Recovery



- Planning and setting-up of procedures
- Testing and exercises

Specialised Airport Operations Training

02

Design your competitive Marketing Strategy

Our marketing & communications strategy has been widely acknowledged through a series of global distinctions in the fields of corporate branding, airline marketing & innovative market intelligence tools and is trusted by international clients aiming to achieve traffic growth, expansion of the route network and high levels of customer satisfaction.

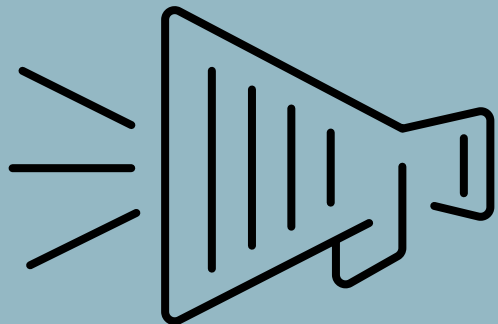
Corporate Marketing



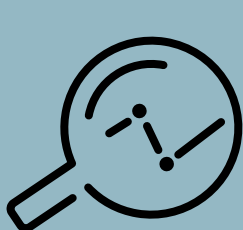
- Definition, development and strengthening of a competitive airport brand
- Safeguarding & promoting corporate image & identity

Targeted Marketing

- Airport to Airline Marketing
 - i. Route Analysis & Development
 - ii. Marketing Services
- Airport to Business Marketing
 - Promotion of business & commercial opportunities to the airport
- Airport to Customer Marketing
 - Effective promotion of the airport's services & facilities to the end customer in order to ensure profitability



Market Intelligence



- Design and implementation of Market Research program
- Turning data into decision-making information
- Effective utilization of specialized software tools



03

Get the maximum value from your ICT Assets

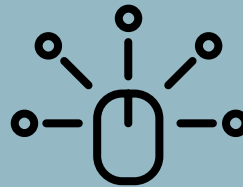
Our ICT team is recognized for its excellence in operation and commercialization of ICT assets. We have completed numerous assignments for our international clientele, ranging from consulting services in specialised areas (ICT Master Planning, ICT Commercial Development, ICT Due Diligence, ICT Operations, etc.), to project management & implementation of integrated airport systems.

ICT Assessment & optimisation



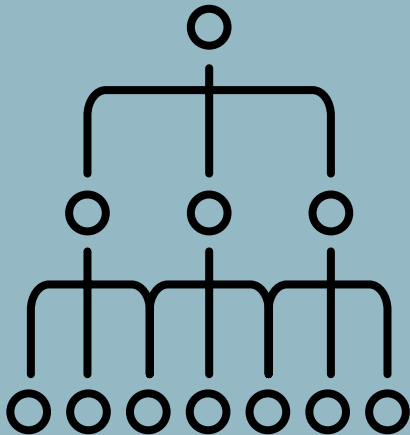
- Operational readiness and efficiency
- Organization and process optimization
- Commercial ICT performance

ICT Project Management



- Project portfolio design
- Project management
- Integration of systems and services

Strategic consulting



- ICT strategy
- Master plan development
- Business Intelligence
- ICT Architecture
- Customer Care setup and commissioning
- Commercial contract negotiation

Data Centre Services



- Co-location and equipment hosting
- Primary or Disaster recovery site
- Provision of workspace facilities
- Managed services provision

ICT Integration



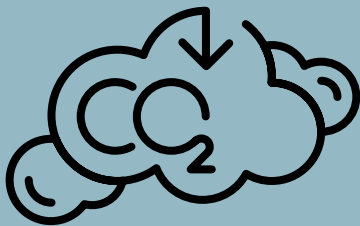
- Functional requirement analysis
- Processes automation
- Data-warehouse and MIS
- Electronic services and business automation
- Customer care services
- Social Media integration

04

Sharing the “Green Way” of Operations with you!

Towards the achievement of your airport’s environmental objectives, our team of specialists can ensure the design of an effective Environmental Management Policy through the assessment of local environmental conditions, selection and implementation of the most appropriate initiatives, provision of training and monitoring of implementation in the whole range of environmental management.

Climate change for Airports



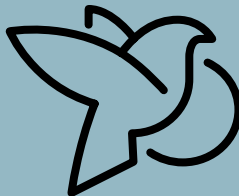
- Mapping of greenhouse gas emissions
- Setting and monitoring targets
- Planning & establishment of procedures
- Progress evaluation

Local Communities Relations



- Strategy development
- Design of appropriate initiatives
- Implementation and evaluation

Wildlife Management



- Design of short/long term measures
- Risk assessment and management
- Database development and analysis
- Implementation and evaluation

Other Environmental Services

- Development of Environmental Management System
- Noise, air quality & water management initiatives



Waste Management



- Design of waste management solutions
 - Site inspections and audits
 - Training
-

Athens International Airport's Major Business References

We can share valuable expertise in preparing and managing all aspects of modern airport operations including airside, terminal and baggage handling operations, as well as offer specialised operations training to empower your personnel.



1

Greece

- Provision of passenger survey services (fieldwork & analysis) for Greek regional airports
- Provision of Managed Security services to a shipping company
- Provision of Data Centre Services to a top IT multinational company
- Provision of Data Center Services to an international road-assistance company
- Provision of Disaster Site, VPN, Professional & Consulting services to a shipping company
- Provision of Disaster Site, VPN, Professional & Consulting services to shipping and trading company
- Provision of Data Centre Services to a multinational insurance company
- Common Airport Environment (CAP) research project for the Greek Government
- Provision of Data Centre Services to an international Group in the commercial banking industry
- Provision of Data Centre Services to a top multinational IT company
- Provision of Data Centre Services to a multinational insurance company
- Maintenance & support services for the Common Use Terminal Equipment System for the 5 major Hellenic International airports
- Design, implementation and support of the Common Use Terminal Equipment System for the 5 major Hellenic International airports
- Design, implementation and delivery of the Flight Information Display System (FIDS) of an international airport
- Study for the environmental aspects of the foreseen highway for an engineering group of companies
- Implementation of Oracle E-business Suite to an airline company.
- The implementation included the following modules of Oracle Financials:
 - General Ledger (GL)
 - Accounts Payable (AP)
 - Accounts Receivable (AR)
 - Fixed Assets (FA)
 - Cash Management (CE)
- Implementation of ERP project (development of extensions and interfaces of the Oracle ERP modules and data migration) for a major Telecommunications company
- Implementation of Oracle E-business Suite modules:
 - General Ledger (GL)
 - Accounts Payable (AP)
 - Accounts Receivable (AR)
 - Fixed Assets (FA)
 - Cash Management (CE)
 - Financials Intelligence for a major Telecommunications company
- Provision of consulting services for optimization setup and utilization of Oracle Applications 11.0.3 (General Ledger, Accounts Payable, Accounts Receivable) to a major Telecommunications company
- Implementation of a System for the electronic submission of traffic data for the Airport Development Fund collection (e-ADF)
- Implementation and Operation of the CUTE System for the check-in in the old Athens Int'l Airport "HELLENICON"



Business References

2

Qatar

- Provision of services for Safety and Airside Operations to an international airport

3

Belgium

- Participation in the EU project INTERACTION
- Participation in the EU project eVACUATE
- Participation in the EU project EUROSKY
- Participation in the EU project with EUROCONTROL regarding “air traffic management network integration and performance enhancement acceleration”
- Provision of consulting services in the Operations & Environmental areas, as part of the SESAR
- Programme Participation in the EU project “Proactive Safety Performance for Operations” (Prospero)
- Provision of consulting services for the Institutional Capacity Building, in the environmental sector for the Civil Aviation Sector in India
- Participation in the EU project “Total Airport Security System” (TASS)
- Participation in the EU project “Learning for Security” (L4S)
- Participation in the EU project “Aeronautic Study on Seamless Transport” (ASSET)

4

Australia

- Consulting services for the Business Process Review of an international airport
- Consulting services for the development of the Slot Co-ordination concept, structure & implementation of an international airport
- IT&T Master Plan & Strategy
- Financial: Aeronautical Billing and non aeronautical billing;
- Development of Telecom business concepts & contract evaluation;
- Retail IT- System enhancement; Project management and user support for development of an advanced retail module to deliver management information on business;
- Corporate budget and reporting (OFA); design and development of Oracle Financial Analyzer reports and user support for an international airport.

5

Jordan

- Provision of consulting services in the area of Baggage Handling Systems, IT&T and Concessionaire Technical Support to an international airport
- Provision of consulting services to an international airport in the areas of Baggage Handling Systems, Information Technology & Telecommunications and Concessionaire Technical Support
- Provision of consulting services regarding the implementation of the GSM project of an international airport

6

Russia

- Provision of airline marketing consulting services to an international airport

7

Hungary

- Provision of Operational Readiness consulting services regarding the opening of the new Airport Terminal of an international airport
- Provision of Security consulting services to an international airport
- Provision of Baggage Handling System (BHS) consulting services to an international airport
- Consulting services for the enhancements and demand phasing of the new Airport Terminal of an international airport
- Provision of Project Management services regarding AODB, RMS-HR, ESB and peripheral systems;
- Provision of consulting services for the GSM commercial framework;
- Business Analysis for the Retail Reporting to an international airport
- Development of the Aviation Strategy of an international airport
- Consultancy services for the cleaning tender of an international airport
- Analysis of the current IT&T systems;
- Assessment of the required IT equipment;
- Update on the findings from previous Due Diligence for an international airport
- IT&T Assessment Operations & Services
- Commercial Strategy for an international airport

8

United Arab Emirates

- Provision of Marketing Passenger Survey Services to an international airport
- Provision of ramp safety training services to airline personnel
- Development of the IT Strategic Master Plan for a national Aviation authority
- User training on airport systems (Flight Information Management System, Flight Information Display Systems FIDS);
- Support and consultation for the optimisation of the FIMS usage and respective procedures for an international airport

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Poland

- Development of the Polish Airport's IT Strategy
- Operational Advisory Services:
 - Baggage Handling System
 - Assessment of IT Infrastructure and Operational requirements to an international airport
- Consulting services included system integration for Oracle E-business Suite with other airport systems (Flight Information Display System, Billing Systems etc.) for an aviation authority organization

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Portugal

- Provision of IT&T consulting services to an international airport

18

12

Cyprus

- Consultancy services for the provision of cleaning services to an international airport
- Consultancy services on airport operational development to an international airport

10

Netherlands

- Provision of airside safety training services

4

13

Albania

- Provision of data link airline and aviation services through satellite uplink to an international airport
- IT&T Master Plan;
- IT&T infrastructure implementation; for an international airport
- Development of wildlife control concept & procedures for an international airport

14

India

- Provision of IT Consulting Services in:
 - Airport systems readiness;
 - Development of operational concept;
 - Assessment of systems;
 - Business concept to an international airport

15

China

- Planning Support and Readiness Preparation for Transportation Management and Off Airport Processing for Beijing 2008 Olympic and Paralympic Games
- IT Strategy;
- Planning Stage Scope;
- IT assessment and analysis;
- Olympic Games; key success factors Consulting for an international airport

16

Thailand

- Operational IT Strategy;
- Consultation on Operational Readiness in the Airport Operations;
- Operational support prior, during and 10 days after airport opening;
- Operational and Communication Procedures for the Airport Operations Center for an international airport

17

Tunisia

- Assessment of the IT&T business requirements and relative organization;
- Revenue and cost analysis;
- CAPEX Analysis;
- Review of all IT&T contracts;
- Provision of financial projections (Revenues, OPEX, CAPEX) for an international airport

18

Singapore

- Operational Consulting & Support;
- User training on airport systems for an international airport

19

Saudi Arabia

- IT Assessment
- IT Master Plan for an international airport

20

Kazakhstan

- IT&T Assessment
- IT Strategy for an international airport

21

Germany

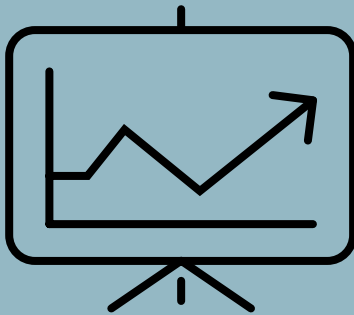
- IT Assessment;
- Business Strategy for an international airport

05

Transforming your Airport into an “Airport City”

Our team is keen to share its experience and provide its support to your decision making process at any stage, starting from the assessment of the current situation and the creation of a comprehensive commercial strategy to the formation of an effective post-development monitoring method and practice.

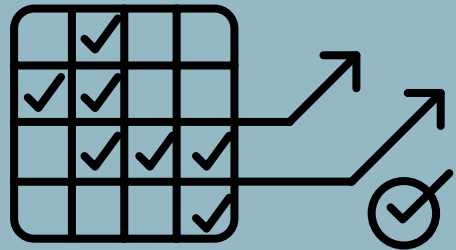
Situation Analysis & Assessment



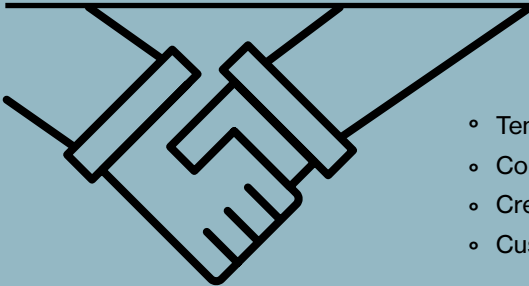
- Evaluation of market environment & trends
- Applied methodology for research
- Assessment and consultation on results

Commercial Strategy Development

- Master Planning recommendations
- Identification of preferred land uses
- Optimization of existing space
- Optimization of tenants' mix versus product mix



Contract Preparation Monitoring & Support



- Tender development and execution
 - Contract negotiation / Concession award
 - Creation of monitoring and reporting system (KPI's)
 - Customer "flow" exploitation
-

06

Smart asset management

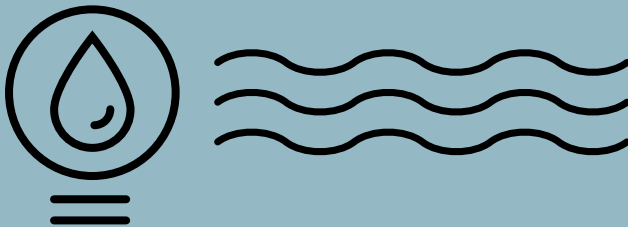
Airports in the 21st century have evolved into small towns, managing massive infrastructure (roads, buildings, utility grids etc.) and providing services and utilities (electricity, water, gas, waste & sewage management, maintenance, cleaning). We can support you in the development of a real-time and accurate view of your assets' performance via the implementation of best practices and smart energy solutions.

Asset Management Strategy



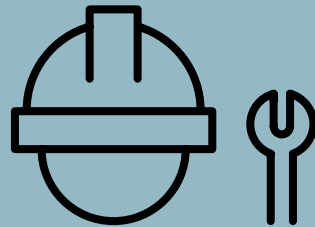
- Central management of all costs and revenues
- Allocation of Assets, Costs & Revenue
- Flexible pricing adjustment
- Recharging of Asset costs to 3rd parties
- Asset Performance enhancement

Smart Energy – Smart Water Projects



- Strategy & Project development
- Feasibility Study
- Licensing & Operational Guideline support
- Project Management support

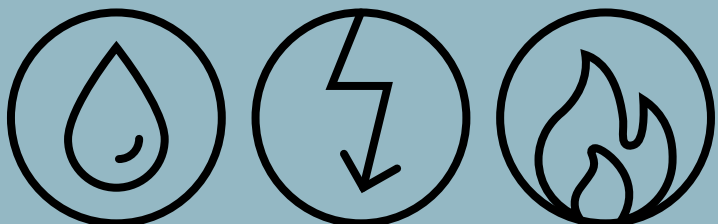
Facilities Services



- Strategy development
- Tender development and execution
- Concession award
- Contract monitoring & support

Utilities Management (electricity, gas, water)

- Flexible Utilities Strategy
- Concept development & implementation
- Real-time consumption monitoring system
- Corrective Action Plan



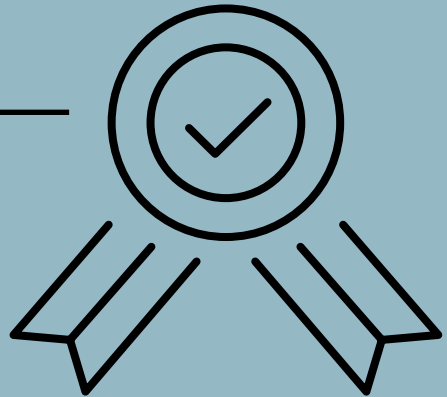
07

Let's co-design your Quality Management Systems for guaranteed customer satisfaction!

We offer consulting for the development of trusted quality systems which empower management with reliable insights. Solutions are developed based on globally acknowledged standards, yet they are customized to serve the particular needs of airports. We provide tangible deliverables - management tools, training and documentation - that strengthen your business control and support you in your strategy design.

Quality Managements for Outsourcing Contracts

- Identification and quantification of required service level
- Design of a Service Performance Monitoring System
- Calculation of Contractor Performance Index
- Recommendations for revised contract terms



Business Continuity Management System

- Review of identified risks and controls in place (*procedures*)
- Development of Business Continuity Plans (*scenarios*)
- Development of Business Continuity Management System Manual
- Management Training



Sustainability Reporting

- Organisation, procedure and formation of project team
- Review of collected data as per Global Reporting Initiative & other standards
- Process Review, Gap Analysis & Recommendations

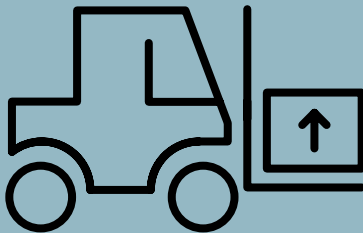


08

Let's Upgrade Your Ground Handling Services!

Airports struggle to ensure the provision of quality ground handling and cargo services at an optimal price level. We can share with you unique knowledge for the development of your strategy or the upgrade of your offered services.

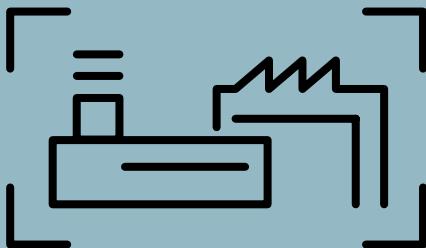
Ground Handling Framework



- Evaluation of relevant framework (*legal, operational, financial*)
- Strategy development
- Development, awarding and monitoring of GH rights
- Infrastructure evaluation and development
- Service Level Agreement creation

Airport's Centralised Infrastructure

- Pricing concept and incentives program
- Revenues monitoring and reporting



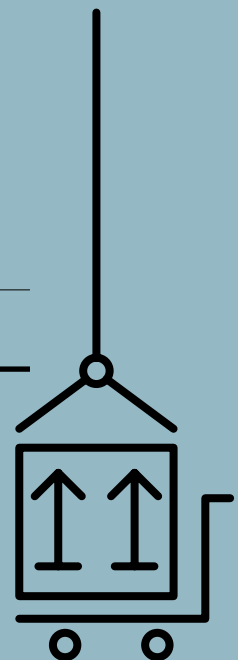
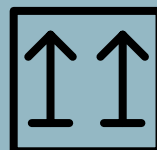
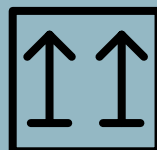
Handling passengers with Reduced Mobility (PRM)

- Development of concept and implementation plan
- Development of quality monitoring tools



Cargo Handling Framework

- Situation Analysis & Assessment
- Strategy Development (*Master Planning, Operational Concept, Community Integration*)
- Awarding and monitoring of cargo concession rights



Athens International Airport's Awards

AIA is the most awarded airport at Routes, where airlines evaluate the airports' support programmes, rewarding the ones that address most efficiently airlines' efforts to develop new routes or sustain existing ones.

1. Business Excellence

Routes Europe 2016

Winner of the Routes Marketing Award

Routes Europe 2015

Winner of the Routes Marketing Award

Air Transport Research Society 2015

Top Efficiency Excellence Award

"Air Transport News" 2015

Airport of the Year

Hellenic Management Association 2015

Corporate Affairs Excellence Award for the corporate "i-mind" programme

World Routes 2014

"Highly Commended" award

Air Transport Research Society 2014

Top Efficiency Excellence Award

ACI - Europe

"Best Airport Awards 2014"

Winner: Athens International Airport

Routes Europe 2014

Airlines honour AIA with one more international distinction

Stevie International Business Awards

"Company of the Year-Transportation" Bronze award

Routes Europe 2013

Winner of the Routes Airport Marketing Award

Routes Europe 2012

Airlines honour AIA with one more airport marketing distinction

Routes Europe 2011

Airlines honour AIA with one more distinction

Institute of Transport Management

"European Airport of the Year 2011"

"Leader in Aviation Awards 2010 Doha Aviation Summit"

World Route Development Forum 2010

2nd best airport in airline marketing

Routes Airport Marketing Award 2010

Winner in the "Mediterranean-Southern Europe"

15th World Route Development Forum 2009

1st place in Europe

OAG 2009 - Routes Airport Marketing Awards Europe

Winner in the "Mediterranean-Southern Europe"

OAG 2008 - Routes Airport Marketing Award

1st place

OAG 2007 - Routes Airport Marketing Award

1st place

OAG 2006 - Routes Airport Marketing Award

1st place

ATRS Business Efficiency Excellence 2006

Runner-up Award

OAG 2005 - Routes Airport Marketing Award

1st place

British Institute of Transport Management (ITM) 2003

"European Airport of the Year 2004"

International Air Transport Association (IATA) 2003

EAGLE Award

World Route Development Forum

"Best airport in the world" award

2. Operational Excellence

“Teleperformance Hellas CRM Grand Prix 2014

3rd place in “Big Contact Centers”

“Teleperformance Hellas CRM Grand Prix 2013

2nd place in “Big Contact Centers”

46th Paris Air Show 2005”

“Aerospace Industry Award”

3. Customer Satisfaction

3rd Superbrands Award Ceremony 2010

1st place

UCityguides.com 2009

best airport magazine in the world for the official Athens Airport magazine

AETRA Awards 2005

2nd best airport in the world for 2004

2nd Superbrands Award Ceremony 2005

1st place

AETRA Awards 2003

2nd best airport in Europe
2nd best airport in the world

IATA “Global Airport Monitor” 2002

1st place in the world for “Overall Passenger Satisfaction”

IATA “Global Airport Monitor” 2001

2nd place in Europe and 3rd place in the world

4. Corporate Services

Hellenic Institute of Internal Auditors 2005

“Recognition of Commitment” for AIA’s Internal Audit Department

European Foundation Quality Management (E.F.Q.M.) 2004

“Commitment to Excellence” award for Human Resources Management

KPMG “6th Human Resources Symposium” 2003

Award for Human Resources Training and Development

5. Cargo Development

Air Cargo World magazine 2010

Winner at the Air Cargo Excellence Survey

“Air Cargo News” Magazine and Airports Council International 2006

Best Cargo Airport

6. Environment

Waste & Recycling Awards

GOLD - December 2015

Energy Mastering Awards

SILVER award - December 2015

Facilities Management Awards

GOLD award - November 2015

European Business Awards for the Environment 2014

1st place in the Management category and Distinction for the protection of Biodiversity

ACI EUROPE/ WORLD 2013

Top European environmental airport award

European Commission 2008

“Greenbuilding Award” for remarkable energy savings

46th Paris Air Show 2005

Aerospace Industry Award in the “Infrastructure & Environment” category

European Commission 2004

GreenLight award

7. Information Technology & Telecommunications

AIA IT&T Unit

wins at e–volution awards for e–Strategy

Business IT Excellence (BITE) Awards 2015

Gold Award in Innovation / Creativity / Inventiveness

2015 Cyta

Mobile Excellence Awards

Silver award for IT&T in the “Innovative Mobile Application / Service” category

Ermis Bronze Award

for Twitter launch

Golden “Ermis” in the category “Digital – Travel” for the Athens International Airport’s new website

Greek Graphic Design and Illustration Awards 2014

Graphic design award for AIA’s web page

Golden Ermis 2014

award for the new airport webpage

“Lovie” & “Webit” 2013

Digital distinctions for AIA’s web page

Flightglobal.com’s “Webbies – Aviation Web Awards 2008

Bronze award in the “Best Airport Website” category and Silver award in the category “Best Online Innovation”

European Foundation for Quality Management (E.F.Q.M.) 2003

“Recognised for Excellence” award

European Foundation for Quality Management (E.F.Q.M.) 2002

“Commitment to Business Excellence” award

8. Destination Marketing & Promotion

Tourism Awards 2015

“I’m an Athenian” Campaign

Contact us

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