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CASE STUDY

ESP works with Norwich International Airport to provide a solution for collecting Airport Development Fees.

norwich international airport

Norwich International Airport needed a specific solution for collecting Airport Development Fees from customers utilising payment kiosk technology. With passenger numbers almost reaching 800,000 per year, the solution had to be efficient, easy-to-use and provide various payment methods.

The Situation

Norwich International Airport has been the local airport for Norfolk, Suffolk and North Cambridgeshire since opening in 1933. Having taken the decision to not pass additional airport charges onto the passenger through the airline ticket price, Norwich International first introduced their Airport Development Fee in 2007. The ADF is invested directly into both the Airport's facilities and the development of the route network to ensure that they serve the travel requirements for as many travellers as possible, growing to handle passenger numbers as high as 772,000 today.

The Fee is collected when the passenger is at the Airport ensuring that both airlines and passengers are openly aware of the requirement. Understanding that asking their passengers to pay the ADF might be an unfamiliar requirement, Norwich International wanted to introduce new methods of collection and processing to enhance the experience and encourage acceptance. A vital requirement was for the payment facilities to be easily accessible, user-friendly and integrated seamlessly so that the flow between payment and validating the ticket ensured a smooth process and an enhanced passenger experience. During the analysis of the IT Separation Project, the requirement for an IT Service Desk was identified and seen as a logical extension to the services already provided by ESP to the airport.

The Solution

ESP knew that this project needed to be managed with a sensitivity to both the needs of the airport and those of the passengers. The focus of the solution was to provide multiple payment options and automated barriers to streamline the validity of the ADF ticket and admittance into the Departure Lounge. ESP provided the following components:

• Airport Payment kiosks accepting card, note and coin payment methods, with note and coin change being available.

• A hosted payment website to allow passengers to pay in advance.

• Automated payment validation barriers to check the ADF payment.

• Central management for end-of-day administrative tasks.\

"We approached ESP to help streamline and automate the process as we needed a company that would help design, implement and support this essential service. ESP worked with us to deliver exactly the solution we required."

Mel Gray
Facilities Manager
Norwich International
Airport

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• Scalable solution to enable simple future expansion.

• Hosting from ESP's UK datacentre, providing 24/7 monitoring and support to further reduce on-site support, management and administrative costs.

In the airline industry today many companies are forced into using software that doesn't fit their way of working or have not been able to automate key processes. ESP has developed VespA suite of low cost airport solutions with the functionality regional airports and those operating from the airport need to help automate and streamline their operations and explore other methods of revenue generation.

• VespA Desktop – providing a secure managed desktop for running airport and airline applications.

• VespA Scan – for passenger verification and validation at security checkpoints.

• VespA Payment Solutions – facilitates subsidiary payments such as airport development fees, airport departure taxes or fast track security queue fees.

• VespA DCS (VDCS) – a low cost DCS system providing check-in, gate and flight management functions. VDCS is ideal for Low Cost Carriers, Private Terminal and Charter airlines alike.

• Bespoke Solutions – solutions that are tailored to your exact requirements.

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About ESP

ESP is trusted by global organisations to deliver tailored IT support and infrastructure solutions wherever they operate from around the world, 24/7.

We have added value to our customers for over 20 years by listening to their needs and proactively delivering the service they want.

Experience-led, lean solutions are developed using a combination of deskside support, our IT Service Desk and specialist repairs and logistics centre, all coordinated by our toolset built on innovative technology and hosted from our highly resilient datacentre.

That is why we are the preeminent ATI support organisation in the UK and the default go-to for many multinational companies on a global scale.

Since we were established in 1992 to offer bespoke managed IT support services, an unparalleled drive to build support solutions that deliver exactly what our customers want has permeated our ethos.

ESP today is a formidable player in the global outsourced IT industry providing desk-side support and smart-hands resource. We boast locations across the UK and Ireland and regional Service Delivery hubs in Hong Kong and Trinidad to give you a point of contact within your working day wherever you are in the world. We support more than 100,000 devices in over 110 countries using a combination of direct employees and our Global Service Network of like-minded partner companies. Our purpose-built headquarters in the UK hosts a specialist infrastructure that forms the epicentre of our global business by coordinating the complexities of delivering global service so our clients experience a consistent touch-point, uniform levels of service and blended pricing irrespective of location.

Running 24x7, our IT Service Desk is the primary point of contact for all clients and runs a toolset inspired by our customer-centred philosophy, underpinned by innovative technology. End-to-end spares resourcing managed side-by-side with the Service Desk and our own highly skilled repair centre completes the cycle.

As we look to the dynamic changing face of IT services into the future, the "can-do" culture at ESP nurtures the development of other services to support our clients, freeing us from the normal constraints of a service company and allowing us to grow with our customers in a mutually beneficial partnership.