TECHNICAL SUPPORT IN AUSTRIAN AIR TRAFFIC CONTROL

Isonet at Austro Control:
from an ITSM software to a
management solution for
technical facilities

ISONET

Ensuring air traffic is a complex task given the high number of flights that travel through Austrian airspace every day.

Austro Control, Austria's air navigation service provider, is responsible for ensuring that air traffic in Austria runs safely, punctually and in an environmentally friendly manner - around the clock, 365 days a year. To this end, air traffic controllers efficiently guide aircraft through the airspace and ensure the highest level of safety. In addition, Austro Control sets up and operates Austro Control builds and operates technical air traffic control facilities, provides meteorological information and is responsible, among other things, for the certification and inspection of aircraft.

Austro Control has relied on Isonet software for the technical support of its more than 2,600 systems since 2011.

In this way, Isonet ensures that technical support can do its job efficiently, thus guaranteeing safe air traffic in Austrian airspace.

AUSTRO CONTROL KOMPAKT	
HEADQUARTER	Vienna, Austria
TURNOVER 2020	140 million EUR
INDUSTRY	Aviation
BUSINESS AREA	Austria
EMPLOYEES 2020	1.070

«With Isonet, we never heard "That's not possible". This deep, technological understanding was already outstanding.»

HARTMANN SCHINDL
Austro Control Engineering Services
Service Operations / Support
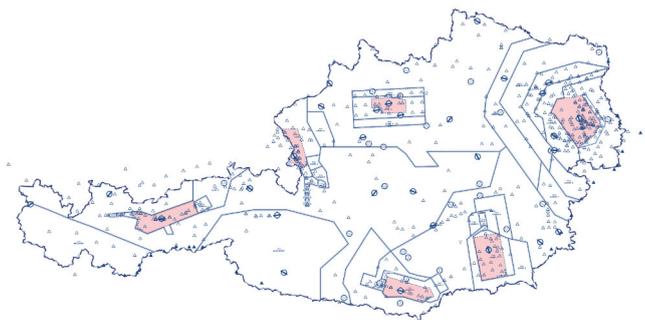
Fig.: Airspace Austria (Source: Austro Control
https://maps.austrocontrol.at/mapstore/#/vieweropenlayers/321)
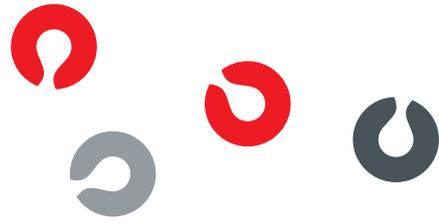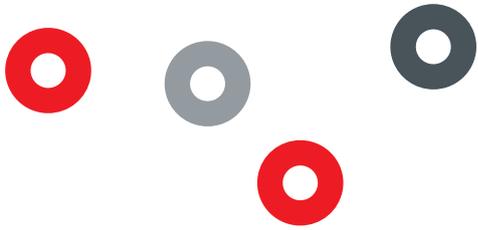
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Start of collaboration

Austro Control is looking for software in 2011 to provide technical support for its more than 2,600 systems.

In 2011, the starting signal was given for the cooperation between Isonet and Austro Control. That year, the Austrian Society for Civil Aviation invited tenders for the services of an IT service management tool.

The requirements that the software had to meet were high; after all, there are over 1,000 measuring devices and more than 2,600 systems such as radar systems, meteorological sensors and data-processing equipment in use at Austro Control to ensure optimal air traffic.

These devices must be purchased and set up and maintained, calibrated and sometimes replaced. The software we were looking for had to ensure this processing.

> **«We decided to go with Isonet because their software could best meet our requirements.»**,

recalls Hartmann Schindl, Service Operations/ Support at Austro Control Engineering Services.

«In retrospect, we have to say that this was the right decision for us», adds Josef Buchrigler from Service Operations / Support at Austro Control Engineering Services.

Fig.: Wind measuring station Patscherkofer

2

Knowledge management via interfaces

Isonet creates interfaces and integrates the database into SharePoint to make the extensive information about devices and systems accessible.

Over time, Isonet's software, which was then still known as TicketXpert® , was further expanded and optimized. 2014 saw the significant expansion to include Enterprise Application Integration (EAI). For this, Isonet had created an interface management.

Based on these web services, another major project for Isonet followed in 2015 to adapt the solution to Austro Control's needs.

(Source: medien@austrocontrol.at)

> **The aim was to create a comprehensive knowledge management system in which the appropriate information, including map data, technical configurations and an overview of malfunctions, is provided for each plant.**

Solution: Isonet provided an interface to connect the company-wide SharePoint application with the configuration management database (CMDB). The result: From now on, the information in the database, in which all the data on technical equipment and systems was stored, was directly linked to SharePoint.
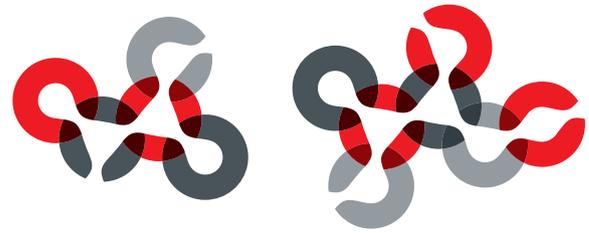
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Expansion and optimization of configuration management

Austro Control expands its knowledge base, Isonet implements Marking Guides and integrates the AustroInventory app.

An excellent overview of the approximately 2,600 systems is indispensable for the work of technical support at Austro Control. Little by little, the Austrian Civil Aviation Company is using Isonet to optimize the configuration items database (CMDB) and its management.

In 2016, both companies developed and implemented a new CMDB structure. In the following year, the marking guide defined by Austro Control - a kind of instruction on how to mark the devices with abbreviations - was implemented by Isonet without creating any data redundancies.

In 2019, another highlight of the collaboration followed. Austro Control wanted to improve further technical support with its own app, the AustroInventory App. With this, technicians can, for example, retrieve data from the devices on the move, document the current status and renew the data. Isonet configured the appropriate interface for this so that the app can access the CMDB data.

4

Optimal collaboration within the company

The 446 Plattform® guarantees stable processes. Its application at Austro Control is continuously optimized.

Today, in 2022, it is possible for all Austro Control employees with their accounts to create tickets with the 446 Plattform®. Of these, around 200 employees work with the 446 Plattform® throughout Austria, to support the technical systems.

In more than ten years of cooperation, Isonet has managed to develop the software further and adapt it to the requirements of Austro Control - such as the migration to a high-availability solution, in which any failures are directly absorbed with the help of a server cluster.

For Hartmann Schindl, it is precisely this support that makes the collaboration with Isonet so unique:

«We had highly complex problems and requirements. But when we went to Isonet, we never heard, „That's not possible". This deep, technical understanding was outstanding.»

Josef Buchrigler adds:

> **«The best product is of little use if the support is not correct. At Isonet, we have a first-class product and outstanding support, and the product has automatically become better and better over the years due to the excellent support.»**

OVERVIEW
Use of the Isonet software

Safe operation thanks to optimal support

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Structure knowledge management

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Optimized configuration management

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IT-Service-Management
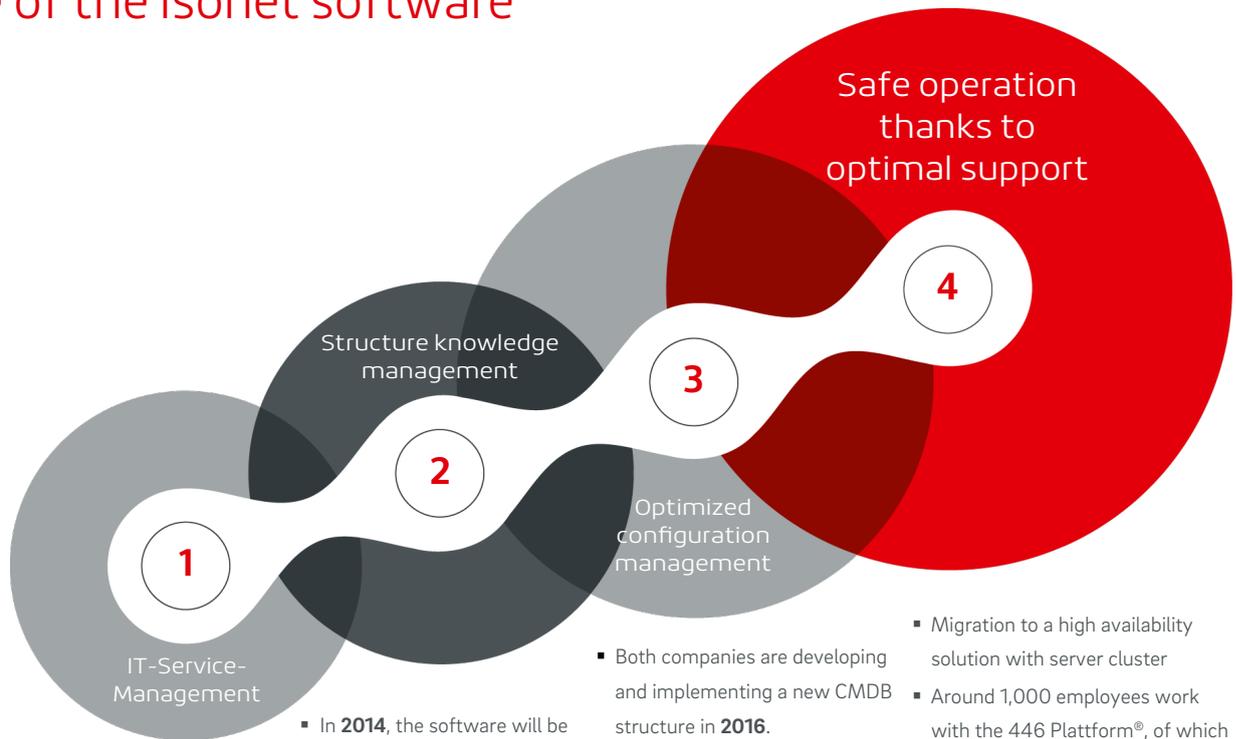
- **Start signal:** Austro Control invites tenders for IT service management software. Isonet can meet the high requirements and implements the software, which at that time was still known as TicketXpert®.

- In **2014**, the software will be expanded to include Enterprise Application Integration (EAI). Isonet configures the appropriate interface management for this.
- In **2015**, Isonet was helping to build a comprehensive knowledge management system. The CMDB, in which all systems and devices are recorded, is linked to SharePoint for this purpose.

- Both companies are developing and implementing a new CMDB structure in **2016**.
- The marking guide defined by Austro Control, a kind of instruction on how to mark the equipment with abbreviations, was implemented by Isonet in **2017**.
- Isonet configured an interface to the AustroInventory app, which launched in **2019**.

- Migration to a high availability solution with server cluster
- Around 1,000 employees work with the 446 Plattform®, of which around 200 colleagues work in technical support.
- The 446 Plattform® guarantees stable processes. Its application at Austro Control is continuously optimised.

Company-wide processes

| 2011 | 2014 | 2016 | 2021 | 2022 |

ABOUT ISONET

With its systemic process management, the **446 Methode®**, Isonet combines process analysis and management consultancy innovatively way and thus enables companies to solve future tasks as well. Since its founding in 1994, the company, with its branches in Lucerne (headquarters) and Leipzig, has been serving numerous customers from various industries with different company sizes. With Isonet's IT solution, the **446 Plattform®**, you can optimise your processes individually, flexibly and holistically, so that you can react agilely to market developments at any time. The joy of collaboration creates freedom for innovation.

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