

## HOW TO CHOOSE THE RIGHT AIRPORT SECURITY SERVICE PARTNER

### 8 characteristics of leading service providers



To help guide the explosives detection system (EDS) supplier selection process for Standard 3-approved machines, we offer this criteria checklist to ensure your investment is backed by a robust services ecosystem committed to optimising the performance of your equipment.

#### 1. STRATEGIC ALIGNMENT

- Please provide examples that demonstrate how you have aligned to and supported your customers' key priorities.
- Will members of your executive teams share the vision of where your organisation is going in the future?

**Key considerations:** Most departments have strategic goals for their capital assets and equipment. Choose a supplier that has the capabilities and infrastructure to support your engineering objectives and is willing to share their own product and technology roadmap.

#### 2. PROACTIVE COMMUNICATION AND OUTREACH

- How are issues communicated, addressed, or resolved?
- What protocols do you have in place to take the issue to the next level?
- Do you offer in-country teams that speak the local language?

**Key considerations:** The best relationships operate on trust and open communication. Find service support that openly communicates not only about the positive things they're doing, but who are also up front about any problems they have, and what they're doing to solve them.

#### 3. QUICK RESPONSE AND RESOLUTION TIME

- What is your average response time?
- When one of your systems goes down, how long is it down for?
- How are issues proactively resolved?
- Does the product support team have immediate access to the engineering team that builds the product?
- Are parts available on-site? How quickly can you get parts that aren't on-site to the airport?
- How close is the nearest parts depot?

**Key considerations:** When repairs need to be made, they should be quick, on-site, and planned in advance. The goal of a great service team: achieving 100 percent operational availability. Machine reliability is essential; equally important is the close availability of trained engineers and parts.

#### 4. PROVEN PERFORMANCE

- Can you provide examples of how your service teams interact and integrate on-site?
- How long have you been servicing CT EDS machines?
- Who is your longest-standing EDS service customer? How long have you worked together?

**Key considerations:** Top performing service teams are proactive, experienced, and care about their customers' operational environment.

#### 5. EXTENSIVE EXPERIENCE AND QUALIFICATIONS

- What is the average experience of your service personnel?
- Can you provide a list of your field staff's qualifications?
- Do they work on other supplier machines?
- What are your training capabilities? How do you train airport teams to work on your equipment?

**Key considerations:** Suppliers that are true collaborators work with you to provide customised solutions, from training your own on-site staff to certifying your preferred partner, and more. If you have minimum qualifications requirements for engineers for your teams, why wouldn't you hold your suppliers to the same standards?

#### 6. PREDICTIVE ANALYTIC SOLUTIONS

- How are service requests generated and addressed?
- What type of remote troubleshooting and monitoring capabilities do you offer?
- What are your protocols regarding preventative maintenance?

**Key considerations:** A leading edge service model utilises service data analytics, advanced diagnostics, and built-in sensors to help ensure system downtime can be planned for and scheduled.

#### 7. INCLUSIVE CONTRACTS ON CAPITAL EQUIPMENT

- What are your different service levels?
- How are unseen costs accounted for?

**Key considerations:** When the service contract includes labour and parts, it puts the incentive on the supplier to drive the reliability of its components. In contrast, if you purchase the equipment at cost, you risk unknown labour and parts costs.

#### 8. SUPPORT A SCALABLE PLATFORM

- How do you handle software upgrades to existing systems?
- How long do upgrades take and what type of contingency planning do you offer?

**Key considerations:** Replacing the security system with all the infrastructure around it is costly. This is why investing in a scalable platform that can meet evolving standards is critical, as is investing in a service infrastructure that will allow you to extend the life of your system for ten to fifteen years or more.

Discover more about our extensive service network. Visit [smithsdetection.com](https://smithsdetection.com) or connect with a service specialist directly at [consult@smithsdetection.com](mailto:consult@smithsdetection.com).

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