

Secure Mobile Service Management App – supporting 28 million passengers!

Challenge

Oslo Lufthavn AS (OSL), Norway's largest airport, had a challenge with manual and time-consuming handling of paper based work orders, for both internal maintenance personnel and external vendors. With little access to information, maintenance and repairs took too long, risking delays in flights. Extra high security levels made it challenging to let external personnel work efficiently.

Solution

OSL wanted a mobile solution for handling work and round orders for both internal and external personnel, providing fast and easy access to information and reporting on work orders.

Result

Addovation provided a highly secure mobile solution fully integrated with IFS Applications, automating the service management process.

Solution Delivered

Addovation Mobile Service Management
Addovation Cloud Services

Platforms supported: IOS, Android

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Using QR codes on all equipment objects, we can easily access information, documents, repair/maintain, and report status back to our process owners. External personnel can use a separate secure App, accessing only secured information.

Alex Fredsvik, Section Head MMS, Maintenance Management System at Oslo Lufthavn

 **OSLO LUFTHAVN**

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