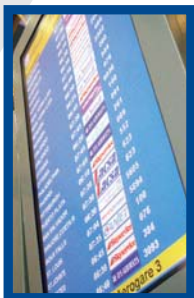


## Airport specific products

The GTAA's IT&T Business Services group can help in the process of obtaining a number of different airport specific products for your back-office use. Whether these services are directly required for your operations or value-adds for your clientele and customers, you will find a number of different options to choose from. Some of these options include:



- Flight Information Display Systems (FIDS)
- Common Use Passenger Processing System (CUPPS)
- Satellite TV (SATV)

## Here to help

Upon making the decision to take on new space you will find yourself deluged with information and decisions to make. The IT&T Business Services group is here to help you through this process, from the most simple of tasks to the most complex of systems. To learn more about how we can help you with your communications needs, contact your representative at:

Phone: (416) 776-5770

Email: [business.services@gtaa.com](mailto:business.services@gtaa.com)

## GTAA

The GTAA is a non-share capital corporation and has been incorporated consistent with federal government policies and legislation.

Membership of the Board is drawn from the geographic regions within the Greater Toronto Area. Collectively the Board is required to have expertise that covers the interests of business and the aviation industry, professionals and other skills necessary for effective corporate governance.

The GTAA's Board oversees the conduct of the corporation and ensures that long term goals and the strategies necessary to achieve them are established, and are consistent with the GTAA's objectives. The Board also ensures that the necessary systems are in place to manage the risks associated with the GTAA's business and to monitor and measure management's performance in carrying out the corporation's objectives.



For further information about Toronto Pearson International Airport contact:

**Greater Toronto Airports Authority**  
**Toronto Pearson International Airport**  
P.O. Box 6031, 3111 Convair Drive  
Toronto AMF, Ontario  
Canada L5P 1B2  
T: (416) 776-3580  
F: (416) 776-7593  
E-mail: [publication@gtaa.com](mailto:publication@gtaa.com)  
Web site: [www.gtaa.com](http://www.gtaa.com)

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Dates and figures current at the time of printing.

GREATER TORONTO AIRPORTS AUTHORITY

# GTAA

## IT & T Business Services



TORONTO PEARSON INTERNATIONAL AIRPORT

## GTAA IT&T Business Services

Toronto Pearson International Airport offers one of the best technical infrastructures available anywhere in the world, and as a tenant of the GTAA, you have the opportunity to utilize this infrastructure.



As the primary technical services group at the airport, the GTAA's IT&T Business Services organization will work with you to help create the best solution for your particular needs. Solutions may range from a single phone to complex data net-

work design and implementation. But regardless of size, IT&T Business Services will ensure you get exactly what you need, exactly how you want it.

IT&T Business Services is a dedicated group of professionals focused on delivering industry-leading IT&T solutions. We are available to meet your needs 24/7, especially important in an airport environment where business never stops.

IT&T Business Services utilizes world class experts who combine exceptional knowledge and experience in their fields with an understanding of the air transportation industry, in particular, Toronto Pearson and its regulations.

## Why choose GTAA IT&T Business Services?

IT&T Business Services recognizes that each business and tenant of the airport has their own set of needs and circumstances that must be considered when creating technical solutions. What may work for one tenant may not be appropriate for another tenant with a different set of needs. Handling these types of scenarios is what differentiates IT&T Business Services from other solution providers who are not familiar with the airport or the specific needs of its tenants.

In fact, IT&T Business Services draws on three pillars of service to stand out from the others:

### One-Stop Airport Solutions Provider

With the broad range of services available at the airport, including voice, data networking and airport solutions, IT&T Business Services is your single point of contact for service and billing. So whether you need to update or alter your services or check on the status of your account, all of this can be obtained through one point of contact, at one phone number.

### Flexible Airport-Specific Solutions and Services

Our technology-specific architects work with you to design solutions that fit your unique needs. By leveraging a deep understanding of the airport infrastructure, onsite security issues and security clearance, IT&T Business Services is positioned to offer the fastest, most flexible solutions to your technical needs.



### Rapid Onsite Service, Support and Response

Standard voice, data and Internet connections can be functional within days of your order, made possible by our onsite network facilities and support personnel. IT&T Business Services offers airport-wide, 24/7 support, 365 days per year through its customer support centre at (416) 776-HELP. Through this Service Desk, onsite personnel are familiar with your unique set-up and are always ready to respond to your needs within minutes, not days.

## Products

Products available through IT&T Business Services include telephone and data services, as well as airport specific products, such as Flight Information Display Systems (FIDS) and Common Use Passenger Processing Services (CUPPS). The GTAA also provides 24/7 support for all of its services and products by way of the onsite Service Desk.

## What type of phones do you need?

There is a vast array of telephony options available through IT&T Business Services. These options range from the simple to the complex, including basic analog lines and phones through to the cutting-edge technology of Voice over Internet Protocol (VoIP).

Your IT&T Business Services representative can help you determine the best telephony system for your business, based on type of use, the distribution of your organization and budget.

- Telephones (analog and digital)
- Long Distance Programs
- Fax Service
- Voicemail
- Prestige Phone Numbers
- VoIP

## Setting up your network

The GTAA combines the best technical infrastructure available today with experts in the field of network design, implementation and support. Drawing on a world class 1 Gb/s fibre optic network, you will enjoy the highest levels of speed, security and simplicity.

IT&T Business Services can ease your transition to your new space and help you maximize the technology available to you at the airport.

- High Speed Internet
- Network Design and Installation
- LAN/WAN
- Campus Area Network (CAN)
- Virtual Private Networks (VPN)
- Structured Cabling

