

## Siemens secures large service contract for the two international airports in Dubai

- **Multi-year contract to operate and maintain baggage and air cargo systems**
- **Model based on jointly defined key performance indicators**
- **Improvements in system availability as well as cost and resource efficiency**

Siemens Postal, Parcel & Airport Logistics (SPPAL) has secured a major service contract for the baggage and material handling systems at the two international airports in Dubai. The operation and maintenance contract is based on key performance indicators (KPIs) defined together with airport operator Dubai Airports. Siemens is thus guaranteeing the highest standards of service at Dubai's two large aviation hubs. The contract covers a period of six years with the option for a further extension. It is therefore the most extensive service agreement that SPPAL has ever signed.

Serving above 90 million passengers, Dubai International ranks as one of the top three airports in the world. Dubai World Central (DWC) has been recently expanded to accommodate 26 million passengers with a long-term plan to achieve an ultimate capacity of up to 240 million passengers per year.

“More and more airports are switching from traditional service methods to more modern models,” said Michael Reichle, CEO of Siemens Postal, Parcel & Airport Logistics. “We support customers by providing condition-based and predictive maintenance, for example, or – as is the case in Dubai – by providing KPI-based solutions and innovative digital analytics applications. By doing so, further improvement in system availability as well as cost and resource efficiency is achieved.”

“As a long-standing and reliable service partner, Siemens helps us constantly improve operational processes and system reliability, delivering high service levels for the 90

million customers we serve annually at our airports,” said Omar Binadai, Senior Vice President, Engineering Services at Dubai Airports.

At Dubai International, the service contract just signed covers the baggage handling systems at Terminals 1, 2 and 3 as well as the material handling system at the Dubai Flower Center. In addition, Siemens will operate and maintain the recently extended baggage handling system at the new DWC. The offering includes end to end baggage handling system operation, all aspects of troubleshooting, a continuous improvement process, and predictive and preventive maintenance. Siemens will also provide extensive spare parts management.

Locally, Siemens has an experienced service team who is familiar with the installed technology and promptly provides resources for all issues. The Siemens employees and the airport staff work closely together at various levels, forming a joint operation and maintenance team.

Its local presence in the Middle East makes SPPAL the ideal partner for the service project. The SPPAL Regional Company SD (Middle East) has around 800 employees and is long established in Dubai. Siemens’ track record of success around the globe includes long-term operation and maintenance contracts with almost 40 airports.

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