



The Airport Authority Hong Kong (AA) Implements ITIL-Compatible IT Services Management Solution

To achieve AA's goal to quickly resolve incidents and problems, control change, manage IT assets, and monitor service levels, ITApps introduced Remedy's ITIL-compliant IT Services Management Solutions, which we adapted to the customer's unique business flows and requirements.

To create a best-fit solution, we completed a series of comprehensive system assessment exercises prior to matching AA's needs to the ITIL solution. As a result, AA was able to align IT with its business objectives and drive IT operational improvements, achieving its objective of efficient and effective incident and problem management and resolution.