



LOCHARD



NoiseOffice™

Airport Noise Service Solution

NoiseOffice™

Serious Solutions For Serious Issues

The management of environmental capacity is a serious strategic issue demanding serious solutions from only specialists in the field.

The world's leading airports have long turned to Lochard to provide technology to support long term capacity growth. Now Lochard offers a comprehensive and tailored suite of services to drive your investment further and to underpin the delivery of the required business outcomes.

Lochard can help protect and expand the environmental capacity of your airport.

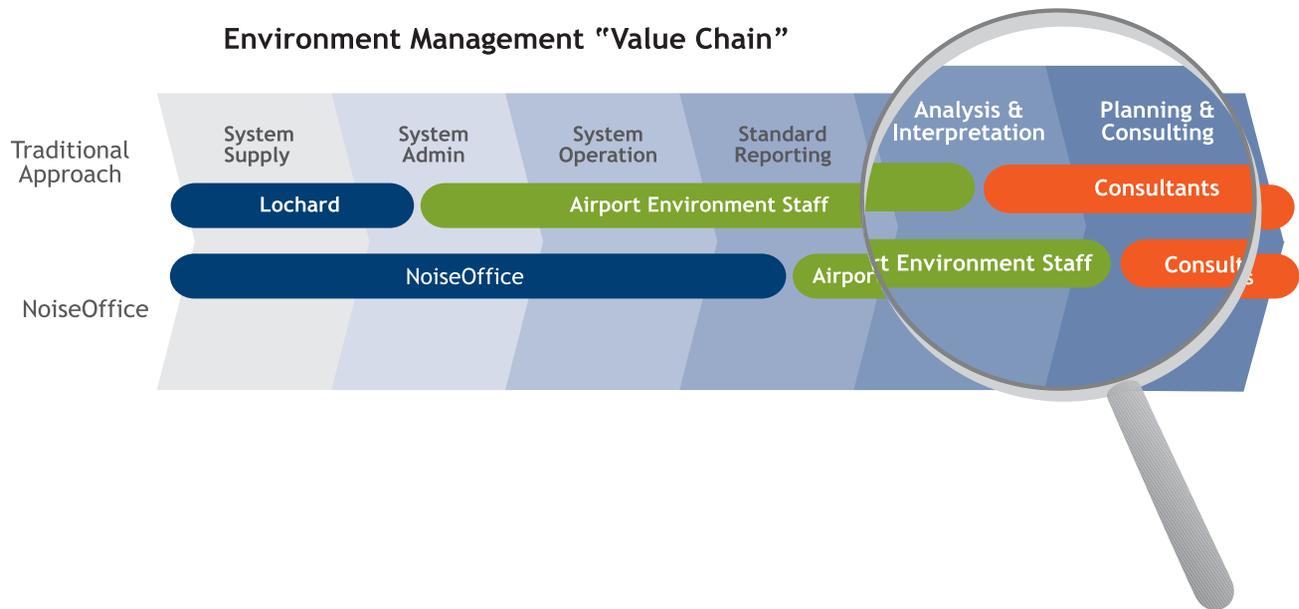
Lochard can create a tailored suite of managed services to ensure optimal use of current and future Lochard hardware and software technologies, leaving you to direct your energies where it counts. Lochard NoiseOffice™ ensures environmental capacity keeps pace with the growth of your airport.

What Is NoiseOffice™?

NoiseOffice is a comprehensive package of managed noise service solutions. Tailored to your needs, it enables, enhances and extends Lochard's world-leading noise management technologies to guarantee the environmental management outcomes needed to underpin the airport's operations and growth.

Traditional hardware and software maintenance approaches can provide support when something goes wrong, but NoiseOffice extends the support into day-to-day operations so you can spend your time focusing on adding value to your assets and managing the key airport stakeholders.

With NoiseOffice, you could eliminate all of the "backoffice" administrative and operational tasks associated with your Noise and Flight Track Monitoring System (NFTMS), leaving more time spent on "the big picture" of expanding the airport, investment return and profitability.



How Can NoiseOffice Help?

Each airport faces unique challenges and circumstances, therefore there is no single solution that is perfect for all. Lochard will develop a tailored NoiseOffice solution for your airport, which may include the following elements.

System Provision And Hosting

Traditionally, airports deploying NFTMS have had to undertake lengthy and costly tender processes, identify substantial capital funds, acquire and install hardware and software, and then provide IT infrastructure and support on an ongoing basis.

NoiseOffice helps by:

- Combining all acquisition and deployment costs into a single "off balance sheet" monthly fee - eliminating the need for capital expenditure.
- Buying back infrastructure from airports within existing investments, and including defined technology upgrade programs within the monthly fees.
- Locating and hosting your systems in a purpose built, secure and reliable data centre, Lochard can provide access through secure internet connections to your end users and key stakeholders, wherever they may be in the world.

System Administration And Operation

There are a number of tasks that need to be performed on a regular basis (sometimes every day), ensuring the information you use to support your Environmental Capacity Management Program is always available, complete and accurate.

In some cases, these processes can absorb significant human, technical and financial resources that should be directed towards more value-adding activities.

NoiseOffice helps by:

- Undertaking all systems administration tasks (backup, user management, system tuning) and providing a managed system upgrade service, both for products and patches, and to ensure that you have access to new system versions and functionality without waiting for complex internal systems upgrades.
- Monitoring system processes and performance in real time to ensure that all aspects of the system are available, complete and accurate. 4th Generation NFTMS applications can interface to radar, flight planning, noise monitors, weather monitors, emissions and other airport systems. Lochard will monitor all these interfaces and manage any associated issues, ensuring the required information is always available whenever it is needed.
- Assisting with the production of regular reports - for the community, airport management, regulators and airlines. Lochard can prepare complex "publication ready" output using experienced specialists to ensure the quality of the finished result. The resulting reports can be distributed directly to stakeholders either electronically or in more traditional forms.
- Providing further support on an ad-hoc, or ongoing basis. Whatever issues you may be facing, chances are Lochard has worked these products through with other customers to find a solution.

Service Specifications

NoiseOffice is a suite of services, founded on Lochard's leading technology platforms, and tailored to your individual requirements, creating the most complete range of solutions available to address today's environmental capacity issues.

Each tailored solution consists of the correct mix of *service* and *Program Elements* supported by appropriate service levels.

Service Elements

The correct blend of Lochard service elements will depend on organizational situation and objectives, such as financing arrangements, the level and maturity of skills, and the organizations strategy with respect to how internal resources are deployed.

System Finance	Lochard can provide all aspects of your system (hardware, software, installation, operation) within a single monthly fee.
System Hosting	Lochard can host your servers in its dedicated operation centre and provide access to your users, through secured Internet links, anywhere in the world.
System Administration	Lochard can manage systems functions such as security, user administration, upgrades, patches and backup.
Systems Operations	Lochard can monitor and manage all aspects of the information flows and feeds into your systems, ensuring system availability, accuracy and completeness. Optionally, Lochard can support the regular reporting function preparing and distributing reports as required.
Business Process Support	Lochard can provide further ad-hoc or ongoing support to your environmental capacity program.

The Benefits Of NoiseOffice

NoiseOffice is a tailored solution, specifically structured to address the unique needs of your airport. The solution is targeted to deliver defined value and benefits including:

- The ability to offload "back office" tasks so that valuable airport resources can focus on working with airport operations, airlines, community groups and stakeholders to drive the initiatives and programs required to expand environmental capacity.
- The establishment and delivery of **guaranteed levels of service** through defined Service Level Agreements and performance metrics. For many airports, levels of system availability, completeness and accuracy are unmeasured and unknown, despite the increasing pressure from community and regulators for greater transparency of noise data.
- The full costs of owning, deploying, maintaining, administering and operating an NFTMS are often unclear but are almost always larger than the known or visible costs. NoiseOffice will generally offer a significantly lower **total cost of ownership** of your NFTMS solution by leveraging system investments and operations resources across Lochard's global customer base.
- The flexible structure of NoiseOffice allows each airport to select the appropriate level of capability to suit today's requirements, as well as offering a clear path forward for new capabilities to be added as requirements change in response to stakeholder needs. These new capabilities can be added incrementally, rapidly and with certainty of outcome.

Lochard Service Delivery

NoiseOffice provides you with access to Lochard's specialist resources, skills and experiences acquired through more than a decade of partnership with some of the world's largest, busiest and most innovative airports.

Every NoiseOffice customer is assigned a Lochard *Service Delivery Manager*, an experienced executive who acts as a single point of contact to take complete responsibility for Lochard's NoiseOffice services, and is empowered to "make it happen" within Lochard.

The Service Delivery Manager is supported by the *Lochard Operations Centre* which is a central facility specializing in NFTMS management and operations. You can rely on the Lochard Operations Centre to be monitoring and managing your system 24 hours a day.

The Service Delivery Manager is further supported by the **global resources** of the Lochard Group - able to call upon, and deliver, specialist expertise to assist with program design and execution.

Program Elements

The appropriate blend of Lochard Program Elements will depend on the particular challenges faced by the airport and the balanced program of initiatives in place to address those challenges.

Base Capability	Lochard ANOMS™ System 8 can be configured with a number of Lochard EMU™s (Environment Monitoring Unit) environmental and radar, plan and weather feeds as required or available. A wide variety of system outputs and reports covering noise (noise levels, noise incidences), and operations information (by airline, aircraft, runway, etc.).
Independent Aircraft Position Information	Lochard's SkyTrak™ passive radar solution, provided on a fully managed basis from Lochard, can provide your airport with real-time aircraft positioning information that may not be reliably available from any other source. Information derived from SkyTrak™ includes Mode S identification to provide support for operational systems such as aeronautical services billing systems.
Impact Reduction	Lochard has a number of optional capabilities to support a variety of noise impact reduction programmes, including noise budgets, track violations and Continuous Descent Approach (CDA). Each option can be supported by service elements which ensure rapid implementation and quality outcomes.
Collaborative Management	Lochard's solutions include options to extend the reach and sophistication of your community engagement initiatives, including fully managed NoiseOffice™ web sites, web-based track replay, specialized community reporting solutions and other sophisticated community self-service options. Once again, the use of appropriate service elements can ensure the speed and effectiveness of these initiatives.

Pricing

Contact your Lochard Account Manager to meet with you to fully understand your requirements. The cost of a NoiseOffice solution will usually be lower than any alternative approach.

Service Levels

As with Program Elements, the particular circumstances of each airport will influence the requirements for system availability, completeness and accuracy. Lochard can engineer a service solution that meets these needs at the right price by creating the correct service level for your requirements.

Silver	The most cost-effective solution. Well-suited for many airports for whom the NTFMS is strategically important, but not mission-critical on a daily basis. Provides high level of availability, completeness and accuracy.
Gold	Provides additional focus on ensuring that data is complete and accurate through redundant system paths and distributed storage so data can be reproduced after a system interruption.
Platinum	Provides the highest level of system availability, information completeness and accuracy through real-time monitoring and intervention as well as redundant system paths.

Expanding Environmental Capacity

Against a background of continued long term growth in demand, airport master plans establish the major infrastructure investments required to support the growth in movements and passenger numbers.

In many cases, the real growth constraint may not be infrastructure, but the extent to which an airport can manage the environmental impact of growth and the resulting tolerance of the community to that impact.

To address this strategic issue requires a balanced program of impact reduction and tolerance building initiatives using state-of-the-art technologies and capabilities.

We call this "4th Generation Aviation Environmental Capacity Management".

With a customer base of recognized industry innovators in airport environment management, Lochard systems are installed in over 120 of the world's leading and busiest airports, spanning 25 countries, including London Heathrow, Manchester, Nice, Amsterdam, Zurich, Chicago O'Hare, Denver, Washington DC, Seattle, Miami, Oakland, San Diego, Vancouver, Montreal, Sydney, Hong Kong and many more.

Lochard's strength is your assurance of reliable solutions that help optimize airport efficiency, maximize environmental capacity and build better relations with local communities.

For more information go to : www.lochard.com or e-mail enquiries to: info@lochard.com

L O C H A R D *Expanding Environmental Capacity*

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