

OneAirport



Improve. Deliver. Engage.

- Complete 360 degree view of your business
- Improve customer service
- Improve asset management and project delivery
- Integrated property management functionality
- Drive effective strategic planning practices
- Manage regulatory and compliance issues
- Enhance internal process management
- Control risk and sustainability
- Effective financial management and improved budgeting processes
- Manage people and your organisation's culture
- Flexibility to adapt to change

AIRPORTS

Airports need to deal with a number of disparate activities: the movement, loading and unloading of craft, cargo, and passengers; customer and quarantine activities; and management of facilities and site assets. Effective airport management involves these activities and resources, expenditure and revenue, engaging third party stakeholders and reporting on results and performance. Financial performance and sustainability is key to an airport's operating division.

Asset management, risk management, security, adhering to regulatory requirements and, for many, finding ways to develop sustainability strategies are the primary focus. TechnologyOne supports this sector with a full spectrum of integrated solutions including enterprise asset management, property management, financial and supply chain management, human resources, payroll, document management, community engagement and carbon accounting. TechnologyOne also provides airports with the ability to integrate financial and airport third party operational systems.



WHAT IS ONEAIRPORT?

Contact management

Airports require a robust solution to manage contacts and interactions with their stakeholders. It is imperative that all contact with both individuals and organisations is captured and can be reported on. The Contact Management solution captures and manages information such as, contact types, structures, relationships and other information fields, and links it to related records and activity types. Integration with Microsoft Outlook enables email tracking, and contact and appointment synchronisation.

Property management

Many airports are increasingly becoming involved in the management of properties, including property development, commercial and industrial leasing, and billing. Manage various property management processes including acquisition, inspections, service charges, and maintenance activities. Gain a clearer view of the asset lifecycle and better plan for future asset use. Drive the facilities management function with a totally integrated system that provides a clearer view of job requests,

repairs, planned maintenance, and condition assessments.

PAX billing

Passenger data can be electronically loaded and used to produce charges and notices. The solution allows for integration between the core financials system and third party solutions.

Enterprise asset management

Gain a complete view of the asset lifecycle. Manage infrastructure assets, save money, and improve maintenance scheduling and completion. Deliver new infrastructure projects on time and on budget with project budget and contract management, and successfully oversee complex linear and network assets.

Contract management

The Contracts Management solution manages procurement, services and capital works contracts. It serves as a document repository for related files and responding parties for tenders. Contractor qualifications are monitored, providing alerts based


on expiry dates and minimum criteria for contracts.

Document management

TechnologyOne Enterprise Content Management provides a single point for all of your document management requirements. Documents such as supplier invoices, and personnel and client records can be securely stored and only accessed by authorised users. Embedded workflows can be used to send requests, policies, procedures, and reviews and approvals to meet accreditation requirements.

Procure to pay

Manage the 'procure to pay' process from request for quotation through to purchasing, delivery, invoice matching, and payment. Improve productivity through the use of web-based catalogues, electronic document transmission, and invoice scanning. Control processes through commitment and funds control, workflow, purchasing delegation, and payment authorisation.



ONEAIRPORT IS A COMPREHENSIVE END-TO-END SOLUTION THAT PROVIDES ORGANISATIONS OPERATING WITHIN THIS SECTOR WITH A SINGLE AND HIGHLY FUNCTIONAL PLATFORM FOR THE MANAGEMENT OF CORPORATE, ASSET, PROPERTY, STAKEHOLDER AND STRATEGIC MANAGEMENT PROCESSES.

Effective financial management

Effectively manage and monitor revenue and expenses with real-time reporting and take immediate action with alerts. Take control of revenue and funding through real-time profit and loss reports. Drill down to source transactions from any module across the solution, including scanned images of invoices or documents, and eliminate unnecessary reconciliation to multiple systems.

Productivity features

Leverage information to drive improvements. Generate real-time reports, set up alerts and workflow, and automate business processes, allowing you to take action when needed and simplifying daily activities.

Manage people and culture

Effectively manage human resource functions and employee development, integrating this information with data uploaded through the employee self-service functionality. Allow employees to monitor payroll information, leave

entitlements, and training and development information online, any time. Manage all aspects of OH&S and training and compliance.

Good governance

For airports to support stakeholders, they need easy access to sound and reliable information. OneAirport delivers information from a single access-point across multiple systems, providing complete transparency and visibility across departments. This drives improvement, saves money, enhances business processes, and facilitates effective decision-making.

Manage risk and sustainability

Use information available across the OneAirport solution through integrated business intelligence and planning tools to develop future plans and devise strategies to improve their execution and overall success. Effective planning and sound decision-making reduces the risk to your organisation and ensures the long-term sustainability of your business.

Flexibility

Take advantage of regular solution upgrades designed to meet changing business requirements and new legislation. OneAirport's intuitive roles and workplace-driven user interface, together with its superior integration capabilities across departments, allows for an improved user experience, reducing training-related costs for new and existing staff.

HOW WAS ONEAIRPORT DEVELOPED?

OneAirport was developed by TechnologyOne through close collaboration with our customer base, throughout Australia and New Zealand.

Our utilities solutions team has worked with customers and used their experiences to develop the solutions that are required as part of a whole-of-organisation enterprise solution for airports. Along with the solution configuration, TechnologyOne's utilities team has also devised advanced implementation methodologies that improve implementation timeframes and costs, specifically relating to organisations operating in this sector.

Your business benefits from processes proven by other organisations, promoting common practices that underpin true resource sharing, generating further efficiencies and reducing the risks business can be exposed to when changing software solutions.

Some of our airport partners include:

- Brisbane Airport Corporation
- Gold Coast Airport
- Adelaide Airport
- NT Airports
- Westralia Airports
- Newcastle Airport

WHY?

Through our many partnerships, TechnologyOne has realised the need to develop a whole-of-organisation solution to meet the diverse requirements and operational challenges airports face. These organisations require a solution that is flexible and robust, providing functionality and integration across the whole organisation to improve processes and service provision.

Key Benefits

- One integrated, whole-of-organisation enterprise system
- Based on proven solutions and services practices
- A continually evolving solution
- Integration to operational systems to automate billing processes
- Built on the best available technology platform
- Complete view of financial performance and comprehensive reporting capabilities
- Transparency and visibility between departments and staff
- Improved communication and interaction with internal and external stakeholders
- Flexibility to adapt to legislative and organisational change
- Reduced implementation time and ongoing service costs
- Rapid response support
- Superior service provision from consultants who are experts in the utilities sector
- Ongoing customer relationship management
- Regular solution upgrades
- Continued interaction between TechnologyOne and customers for future developments



WHO CAN USE ONEAIRPORT?

Your staff benefit from a totally integrated system designed to automate business processes and deliver consistent and secure information that enhances the user experience.

Asset and project management

From major asset replacement projects to regular upgrade initiatives, integrated project management ensures managers have a clear view of progress and all variables. With integration to the procurement function, all costs, deliveries and payments can be monitored and controlled. Workforce needs can be managed in conjunction with works management and human resource functions.

Marketing and communications

Improve marketing and communication functions with a flexible system for customer relationship management. OneAirport's CRM system manages relationships and all stakeholder contacts, including clients, community bodies, businesses, partners, suppliers, and internal stakeholders. Track and manage campaigns, media, direct marketing, awareness raising and event activity, and measure results. The system's functionality also manages community engagement activity, including community consultation, community works, events, and environmental projects.

Finance

Manage your organisation's financial data in one effective solution with the ability to produce targeted reports to assist with strategic decision-making. The unique 'workplace' concept offers a consistent user experience for the role or roles individuals are performing. Each user is delivered a set of menus and workflows that represent their business processes.



Procurement

Streamline the procurement lifecycle from requisition and creation through to order and payment. The procurement department can choose to automate either all or parts of the procurement lifecycle. This streamlined process reduces manual entry, enabling users to spend more time managing requisitions and ensuring service delivery is met by contractors and suppliers.

Property management

Your property management department can simplify and automate processes around managing airport properties, including developments, leasing, and billing. Record all information related to acquisition, inspections, charges, and maintenance in the one system. Manage lease agreements and set automatic alerts for lease renewals, scheduled maintenance, and milestone agreements.

Payroll

Seamlessly manage payroll processes with full integration to the financials system, allowing an accurate view of payroll expenditure across the whole organisation. Employees enter timesheet and leave information online, which is then sent through the Workflow module to obtain approvals. Timesheet accuracy is ensured and multiple leave types can be easily administered.

Human resources

Manage people and organisational culture through integrated functionality. Enter and track information related to employee recruitment, retention and attrition, employee development, staff training, and OH&S. The system also provides staff with an intuitive employee self-service function.



IMPLEMENTATION

TechnologyOne's streamlined implementation of OneAirport reduces risk to your organisation. Our process significantly reduces the timeframe and resources required to guarantee a successful implementation. TechnologyOne's practices have proven successful within the utilities sector and we analyse your needs to ensure our practices are suitable for your business, then execute and adjust if necessary. Our implementation is structured to ensure data is converted from your old system, staff are trained, and the new system is tested. These steps are all managed by our professional project managers who work alongside your staff to achieve the right result. All of our staff have significant project and implementation experience and can guide your organisation throughout the entire process.



←  **Baggage Claim**
Street/Taxis/Buses

VALUE

The true value of a sophisticated, whole-of-organisation solution developed by utilities experts is measured through its ability to improve processes, deliver a superior user experience, and drive the provision of services to your stakeholders.

About TechnologyOne

TechnologyOne (ASX:TNE) is a leading enterprise software solutions provider. For more than 20 years we have been providing deeply integrated software solutions for business, government, financial services, health and community, education and utilities organisations. Tens of thousands of people each day use our world class solutions, which we develop, implement and support.

Our organisation wide solution suite, integrated solutions, and custom designed solutions provide world-class services that are based on leading edge technology and are backed up by a substantial R&D program, providing our customers with a long-term, secure and valuable partnership. TechnologyOne employs more than 700 people and has a presence in seven countries.



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One vision. One vendor. One experience.

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