SUMMITAI

SummitAI is the wind beneath Greater Toronto Airports Authority's wings

Greater Toronto Airports Authority (GTAA) is the operator of Toronto Pearson International Airport. Toronto Pearson is Canada's largest airport, and North America's second largest international passenger airport. So, it demands seamless IT Management. Which is why, Toronto Pearson roped in SummitAI – a leading global player in cloud-based, integrated IT Management suite with expertise in Enterprise IT Service Management, IT Asset Management and IT Operations Management.

SummitAI, in collaboration with Wipro, implemented modular and integrated IT Operations Management suite of solutions at GTAA which resulted in delivering flawless IT Services through an array of smart features called Productivity 360.

The Challenges

- Maintaining flawless security measures like CCTV and Pass Control
- Ensuring seamless baggage service
- Eliminating downtime of digital kiosks that affects revenue stream
- Ensuring proper lightning warning for flight landing

Also, the monitoring of IT systems, improving customer services and eliminating outages at the same time are some of the challenges that loomed over Toronto Pearson Airport. Any disruption in any of its services directly impacts customer experience.

> The tools like SummitAI are the tools of the future and it grows with the business.
>
> – John Thompson, Associate Director IT Services at Greater Toronto Airports Authority

Enhancing the flying experience of

44.3 million

passengers

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The SummitAI Solution

At Toronto Pearson Airport, every passenger is a priority. SummitAI, with its Enterprise IT Service Management ensured that Toronto Pearson Airport enjoys:



Increased passenger safety

Increased safety and reliability due to automated, rule-based workflow management ensured that maintenance issues were addressed before they became passenger safety issues.



Improved delivery efficiency

SLA response and resolution rates improved for the client. Ticket hops reduced by 10% in initial weeks. Thus, reducing cycle time for resolution.



Highly intuitive UX

Highly Intuitive Service Desk screen had resulted in reduction in call wait time by 10%.



Preventive problem management

Enhanced reporting helped in deeper operational insight and drive proactive / prescriptive problem management. Thus, reducing incoming incidents by 2% in 3 weeks.



Automation

Fully Automated Employee Onboarding / Termination Service Catalogue has reduced the total cycle time.



Effective knowledge management

It resulted in an increase in the resolution of SLA compliance by 3% in 3 weeks.



Improved customer experience

We ensured customer services always deliver enhanced customer experience. Also, faster resolution of tickets resulted in improved CSAT.



Enhanced mobility

Convenience of mobile app to log and address the request and incidence resulted in faster resolution time.



Faster time-to-go-live

Number of days to execute the project, and number of man-days were far less as compared to the previous solution.

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> SummitAI is the world-class application working for world-class airport.
>
> – John Thompson, Associate Director
> IT Services at Greater Toronto Airports Authority

> If Pearson has a problem, rest of the country fears it because all the airports work with Pearson. We want to make sure the world-class airport works the way it should be. I'm very happy I got to influence the selection of SummitAI.
>
> – John Thompson, Associate Director
> IT Services at Greater Toronto Airports Authority

About SummitAI

SummitAI, formerly SymphonyAI Enterprise IT, delivers AI-native service and operations for the enterprise. With deep domain knowledge, enterprise context, intelligent ontologies, workflows, and agentic AI, SummitAI understands how organizations operate and turns that intelligence into autonomous action.

From service management and asset management to IT operations, security, and enterprise workflows, SummitAI helps organizations resolve more work with less human intervention. SummitAI is recognized by leading industry analysts, including Gartner, Forrester, and IDC, for its innovation in AI-powered enterprise service and operations.

Request a demo

Get started with SummitAI ITSM solutions

www.summitAI.com

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