

# Sweden and Norway

## Common Use Terminal Equipment (CUTE) Renewal Process

### New State of the Art System Enables Massive Cost Savings

#### Overview

The Common Use Terminal Equipment (CUTE) CLUBs of Sweden and Norway consist of all the major airlines and handlers operating at airports within the region. Airport operators including LFV and Avinor were also closely involved. These airlines and handlers jointly manage the common use check-in and boarding systems at those airports.

#### Challenge

Sweden and Norway had been operating a CUTE system for many years. They required a new system that more accurately reflected today's process and technology trends and provided the flexibility to adapt to changes and developments in the future. Their existing contracts also needed to be renegotiated to reflect this move and enable flexible pricing in response to changes in technology and business processes going forward.

#### Solution

Amor Group was selected to manage this tender and negotiate the contract as a result of our long and successful track record of undertaking similar work on behalf of airports and CUTE CLUBs around the UK.

The scope of the tender covered 13 airports in the region. Amor Group managed the tender process and contract negotiations with the successful supplier. This resulted in a more modern system with a more streamlined support and maintenance regime, tightly defined SLAs and penalties and greater flexibility to enable the price of the solution and structure of the service to vary over time as new technology becomes available.

#### Results

The process has resulted in Sweden and Norway having one of the most advanced and efficient CUTE solutions in the world. It will be implemented across 10 airports in Sweden and Norway including Oslo Gardermoen, Stockholm Arlanda and Gothenburg.

This will deliver an estimated 40% cost saving to the airports as a result of the advanced technology and streamlined support and maintenance regime. Over time it will be possible to vary the price of the contract as the scope and nature of the system changes in response to changes in available technology and in passenger and baggage handling processes.

“ Amor Group has lived up to all our expectations. They have helped us work with SITA to achieve significant cost reductions and flexibility in pricing when volumes change. ”

Susanne Frick, Chair, CLUB Sweden Chair

#### Benefits

- 40% cost reduction equating to millions of Euro
- New and more reliable system
- Improved customer and staff satisfaction
- Streamlined support and maintenance
- Flexibility to change over time

#### Solution Highlights

- Solution covers 10 airports across Sweden and Norway
- Innovative contract pricing mechanism enables cost flexibility as technology and scope changes over time
- More streamlined support and maintenance and SLA penalty regime



 amor group

tel: +44 (0)141 814 3700

fax: +44 (0)141 814 3701

email: [info@amorgroup.com](mailto:info@amorgroup.com)

web: [www.amorgroup.com](http://www.amorgroup.com)