

The ENAV Technical Operations Center as a centralized CNS management asset to ensure business continuity

ICNS 2025 – CNS Service Provision

Techno Sky – About Us

Techno Sky is the ENAV Group company managing engineering, technical integration and maintenance for the Air Traffic Control systems



766 total headcount (31/12/2024)



576 operational headcount on the plants



56.324 devices monitored



4 ACC e 45 controlled airports



86 remote sites & 1 Academy managed

Operational excellence

138 K

Yearly tickets

14.7 K

Yearly Jop Plans

99,94%

Operational availability

90,68%

First contact resolutions

33,25

Avg. restore time (min.)



Agenda



Vision



New Maintenance Model



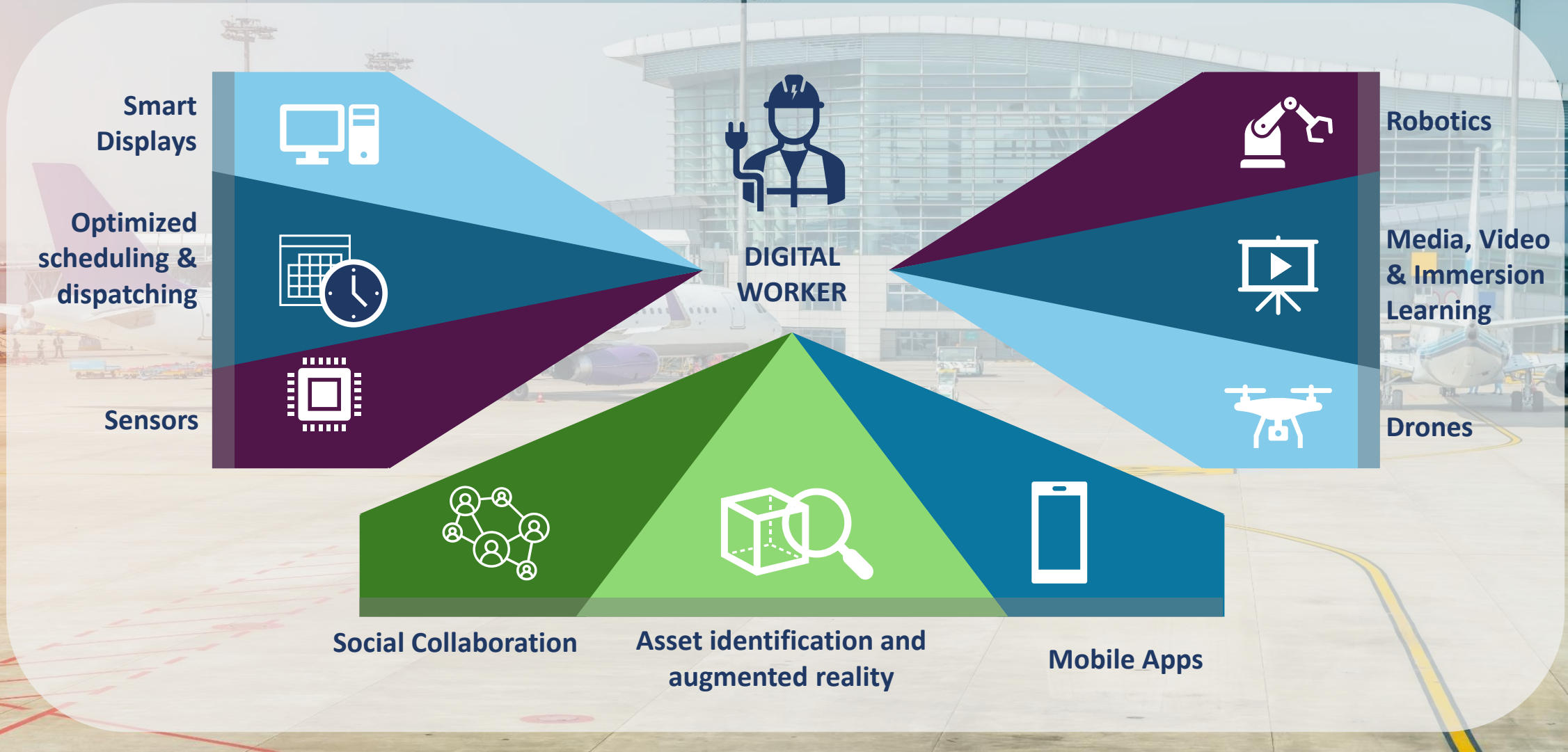
Key Results



Next Scenarios



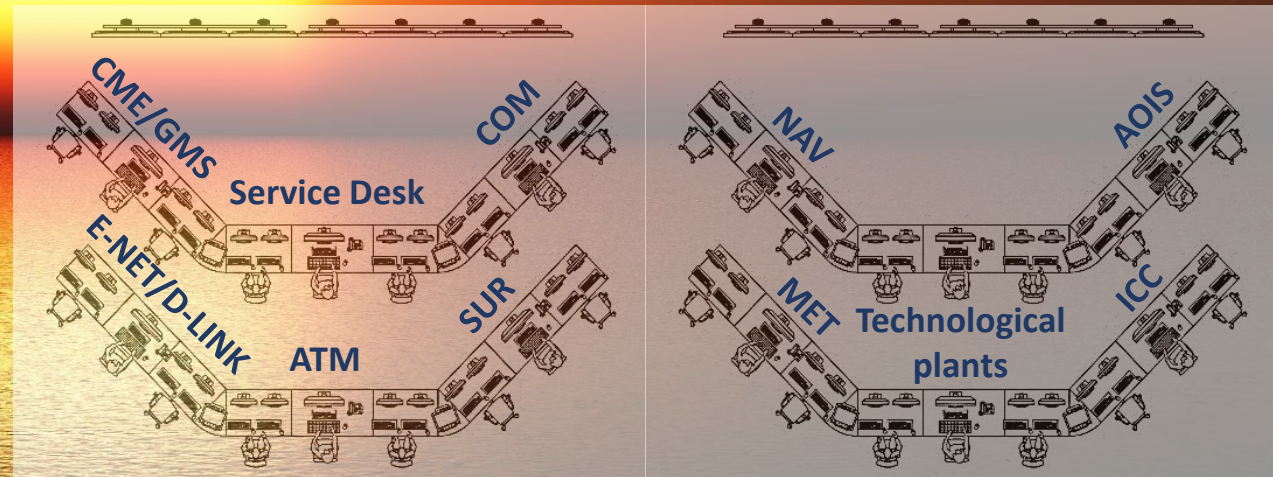
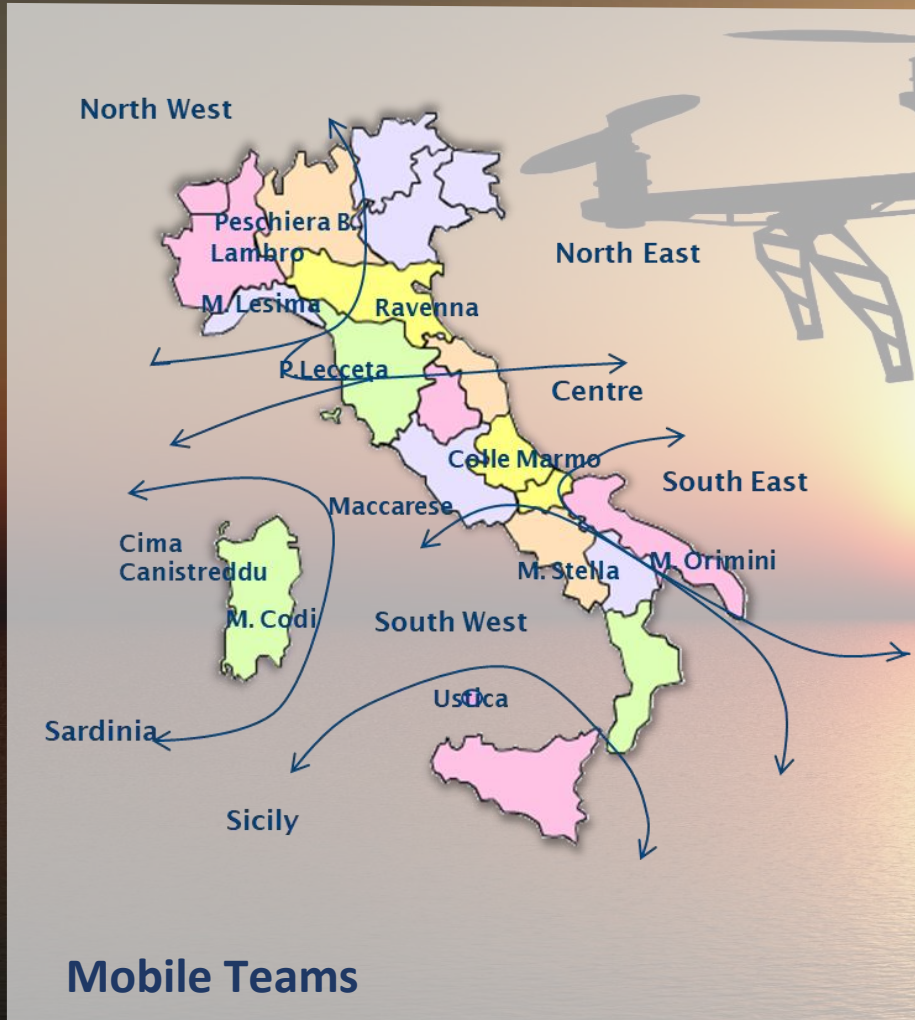
✈ Vision



🎯 New Maintenance Model



🎯 New Maintenance Model



Key Results

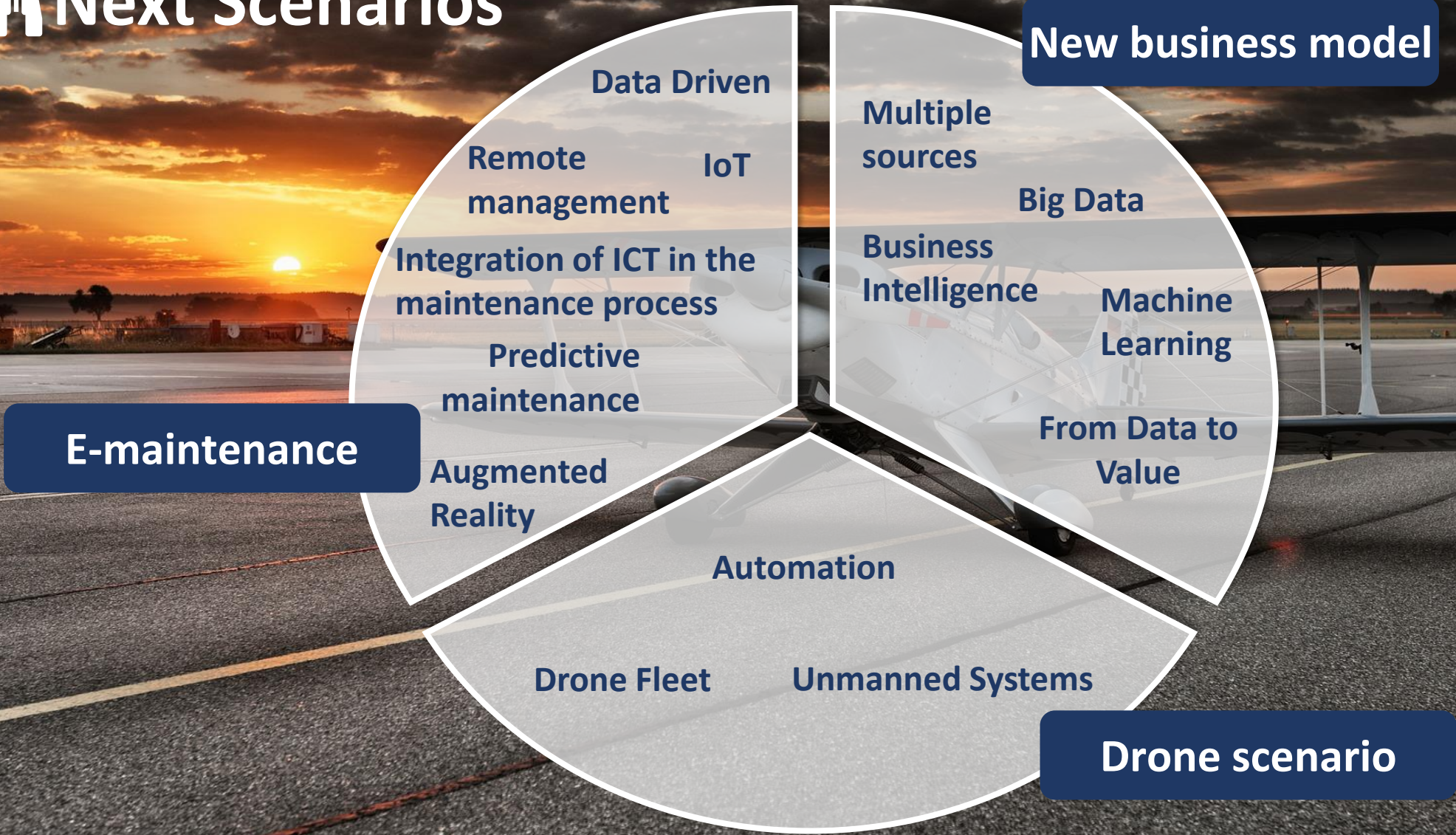
OPERATIONAL OBJECTIVES

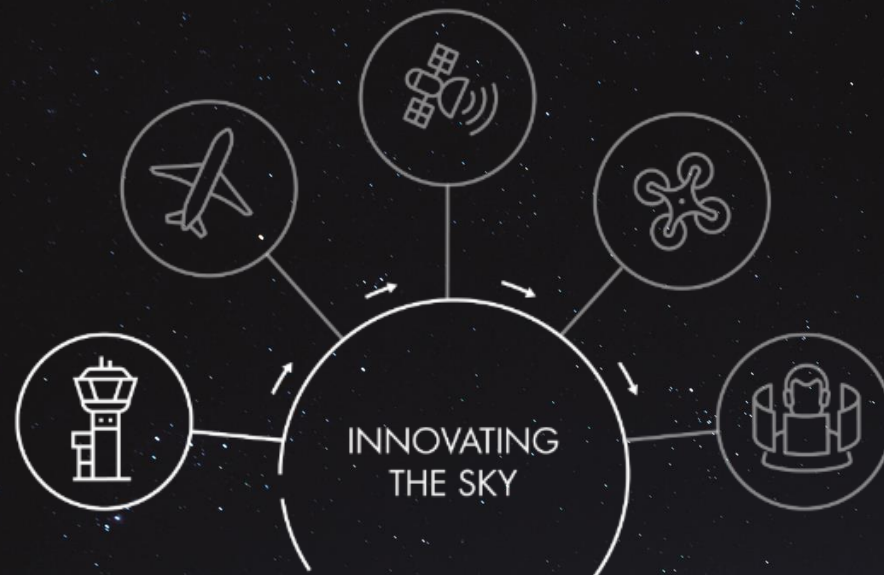
- ✓ Guarantee higher ATC Systems Availability
- ✓ Reduce intervention times
- ✓ Speed up the troubleshooting process
- ✓ Leverage Digital Technologies as a key-factor
- ✓ Introduce predictive maintenance

ADVANTAGES OVER TRADITIONAL BUSINESS MODEL

- ✓ Increase safety
- ✓ Centralize governance and process standardization
- ✓ Share ATC systems availability awareness
- ✓ Provide a Single Point of Contact
- ✓ Effectively perform remote operations and maintenance, with fewer local intervention
- ✓ Real-time tracking of KPI
- ✓ Optimize skills and personnel distribution
- ✓ Increase cost-effectiveness of training
- ✓ Guarantee a 24/7 remote monitoring

Next Scenarios





THANKS FOR YOUR ATTENTION