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Summary of Initiative and Results:

As a part of CDA and SMG's continued dedication to improving the quality of Midway International Airport's facilities and operations, CDA and SMG implemented a new facility quality control inspection program during 2015. CDA and SMG deployed a powerful, fully configurable mobile inspection, reporting and quality management software, the GRAiT System™ by Raxar Technology Corporation. The GRAiT System™ software leverages a highly configurable, easy to use set of mobile and cloud based tools that allow Midway International Airport to take advantage of a multitude of solutions from a single software platform. After only an hour of initial training, SMG and CDA users were up and running performing indoor facility quality control inspections (concourses, gates, bathrooms, baggage claims, etc.). Subsequently over the last 12 months, SMG and CDA users have configured and expanded their use of the system to help inventory, inspect and maintain carpets, bus shelters, parking lots/garages, concessions, TSA, communication rooms, and more. SMG has even configured the GRAiT System™ into a new and improved call center to document, manage, and report ad-hoc facility issues. CDA and SMG are already sharing the benefits derived from the deployment of Raxar's GRAiT System™ through improved quality, efficient operations and satisfied customers. Since one year of adoption, SMG and CDA have combined to achieve the following amazing results:

- Amazing **47% increase** in overall **facility performance/health** (Average facility score (month-over-month encompassing all assets) increased from 1.7/3.0 to 2.5/3.0)
- Outstanding **80% increase** in overall **carpet performance/health** (Average carpet score (month-over-month encompassing all carpet areas) increased from 1.5/3.0 to 2.7/3.0)
- Performed ~ **30,000 inspections** encompassing ~ **300,000 individual inspection** items for **487 unique assets**
- Captured ~ **60,000 photos**
- **Operations gains** from **automation** of daily inspection reports, quality control hand offs, call-center metrics, and concession inspection results
- **Improved contractor accountability**
- **Reduction** in quality **issue response time** and contractor **request response time**
- **Increased transparency** and **visibility** for contractor performance
- **Consistent rating system**
- **Completely digital** asset **tracking** and data **reporting** on a **single platform**
- **Increase** in **quality** and **quantity** of data collected
- **Trend analysis** of performance over time

