



MELBOURNE

Automating Service Operations

Melbourne Airport and Smiths Detection Simplify Data Exchange Through Integration

The Customer:

Melbourne Airport

Melbourne Airport is Australia's second-busiest aviation hub, connecting Victoria to major international and domestic destinations. With a reputation for operational excellence and innovation, the airport continues to invest in technologies that enhance safety, efficiency, and passenger experience.

Beyond its aviation operations, Melbourne Airport has been a long-term partner of Smiths Detection, relying on advanced detection systems and trusted service support across its terminals and baggage operations. In 2025, the partnership extended beyond screening technology into digital transformation, with a shared goal to streamline service operations through automation.

The Challenge:

Eliminating Double Data Entry

Within daily service operations, Field Service Engineers (FSEs) were required to enter identical service details into two separate systems: the airport's maintenance platform and Smiths Detection's own service management system.

This duplication drained productivity and introduced

inconsistency, as every job report had to be created twice before it could be actioned. Beyond the wasted effort, it fragmented visibility, slowed decision making and diverted skilled engineers from higher value work.

The process added effort without adding value. Removing it became essential to improving data integrity, operational efficiency and the overall customer experience.

The Solution:

Seamless Automation Through Integration

Smiths Detection and Melbourne Airport worked together to develop a system-agnostic integration between ServiceMax and the airport's maintenance management platform, creating a direct, automated exchange of data.

Using APIs, the new integration enables work order information to flow instantly between both systems, removing manual input and ensuring that data recorded once is shared automatically and accurately.

Delivered to plan, the project followed a structured design, build, test and release approach, underpinned by close collaboration between Smiths Detection's Business Information Systems team, the Australia Service team and Melbourne Airport's IT and Maintenance departments.



What Makes It Different

The integration was designed not just to automate, but to sustain performance and scalability. Key enablers included:

- Standard operating procedures for intake and error handling.
- Leader Standard Work for monthly joint reviews between both teams.
- Real-time dashboards to monitor live usage and performance metrics.
- Rugged Microsoft Surface Pro devices for FSEs — streamlining data entry, reducing errors, and presenting a more professional customer experience.

This was the first automated customer integration of its kind for Smiths Detection, setting a blueprint for future deployments.

The Outcome:

Real-Time Data, Zero Errors, Lasting Value

The integration went live on 9 June 2025 and immediately demonstrated measurable impact.

- **100% success rate:** all work orders processed with zero interface errors.
- **Faster updates:** Melbourne Airport's real-time transaction rate rose from 30% to 80% within the first month.
- **Simpler workflow:** one consistent process for engineers, with automatic synchronisation across systems.

The result is a simplified process that delivers accurate, real-time information across both organisations, improving operational visibility, efficiency and customer confidence.

Why Smiths Detection?

- Proven track record in service innovation and digital transformation.
- Strong technical collaboration and local service presence.
- Deep understanding of customer workflows and Lean process improvement.
- Scalable integration framework for future customer connections.



Automating the data flow between our systems and Smiths Detection's has been a game-changer. It's simple, accurate, and saves our teams hours of manual work each week. Most importantly, it's strengthened the partnership — because we're both working from the same live information."

Patrick Ancheta, Asset Performance and Enhancement Manager, Planning, Infrastructure & Environment, Melbourne Airport

The Impact :

Efficiency Through Partnership

For Field Service Engineers, automation has eliminated repetitive admin and freed time for higher value tasks.

For Melbourne Airport, it has created instant visibility of service activities in their own system, reduced manual oversight and strengthened trust in shared data.

For Smiths Detection, it has established a scalable, future-ready model for customer integrations, driving continuous improvement and measurable business value.

Summary:

This project demonstrates how automation can remove waste, improve accuracy and enhance collaboration. By replacing duplication with intelligent data exchange, Smiths Detection and Melbourne Airport have created a more efficient, transparent and connected service model that benefits both teams and sets a new benchmark for digital integration in airport operations.

