

FLAGSHIP PROVIDES SEAMLESS SERVICE DURING **WORLDWIDE TECHNOLOGY OUTAGE**

During the height of the 2024 summer travel season, a flawed security software update caused a **worldwide technology outage**, grounding flights and disrupting travel plans for countless people.

! THE **CHALLENGE**

When the technology outage forced airlines to halt flights, many major U.S. airports became overwhelmed with passengers, resulting in crowded and uncomfortable conditions. These airports faced the challenge of **maintaining cleanliness and order across terminals while supporting passengers** through this stressful travel scenario.

✓ THE **SOLUTION**

As the janitorial services provider, Flagship Facility Services stepped up to support many impacted airports, including Tampa International Airport (TPA), Cincinnati/Northern Kentucky International Airport (CVG), Minneapolis-St. Paul International Airport (MSP), and other major hubs.

Flagship began by **strategically adjusting and reallocating staff to manage the increased number of passengers**. At CVG, numerous employees **volunteered to come in** on their day off, and several third-shift workers **stayed to lend a hand**.



Flagship also **communicated its plan to airport stakeholders**, ensuring transparency and instilling confidence in cleaning operations. Additionally, staff **responded to emergency spills and other janitorial requests to maintain cleanliness during peak traffic**. At MSP, employees took a proactive approach, **patrolling the terminals to promptly address any areas requiring attention**.

↑↑ THE **OUTCOME**

Flagship **leveraged its extensive experience supporting airports through emergencies** such as weather events and system failures to provide seamless service during the outage. Following the incident, **Flagship received an outpouring of thanks from satisfied airport customers**.

“**The team did a phenomenal job of keeping up with the main terminal and each airside, which could only have been accomplished with the excellent coordination of moving people around as needed to support the needs of our guests. I walked through the spaces this morning and wouldn’t have known there was a significant interruption of airline services from a cleaning perspective.**”

CHRISTOPHER STYLES, MANAGER OF AIRPORT OPERATIONS
TAMPA INTERNATIONAL AIRPORT (TPA)

Flagship staff are **continuously trained in customer service**, enabling them to serve as airport ambassadors during challenging situations like the global tech outage. Beyond maintaining cleanliness in airport terminals, the team is prepared to answer questions about the facilities, **ensuring a smooth travel experience and bolstering the airport’s reputation**.