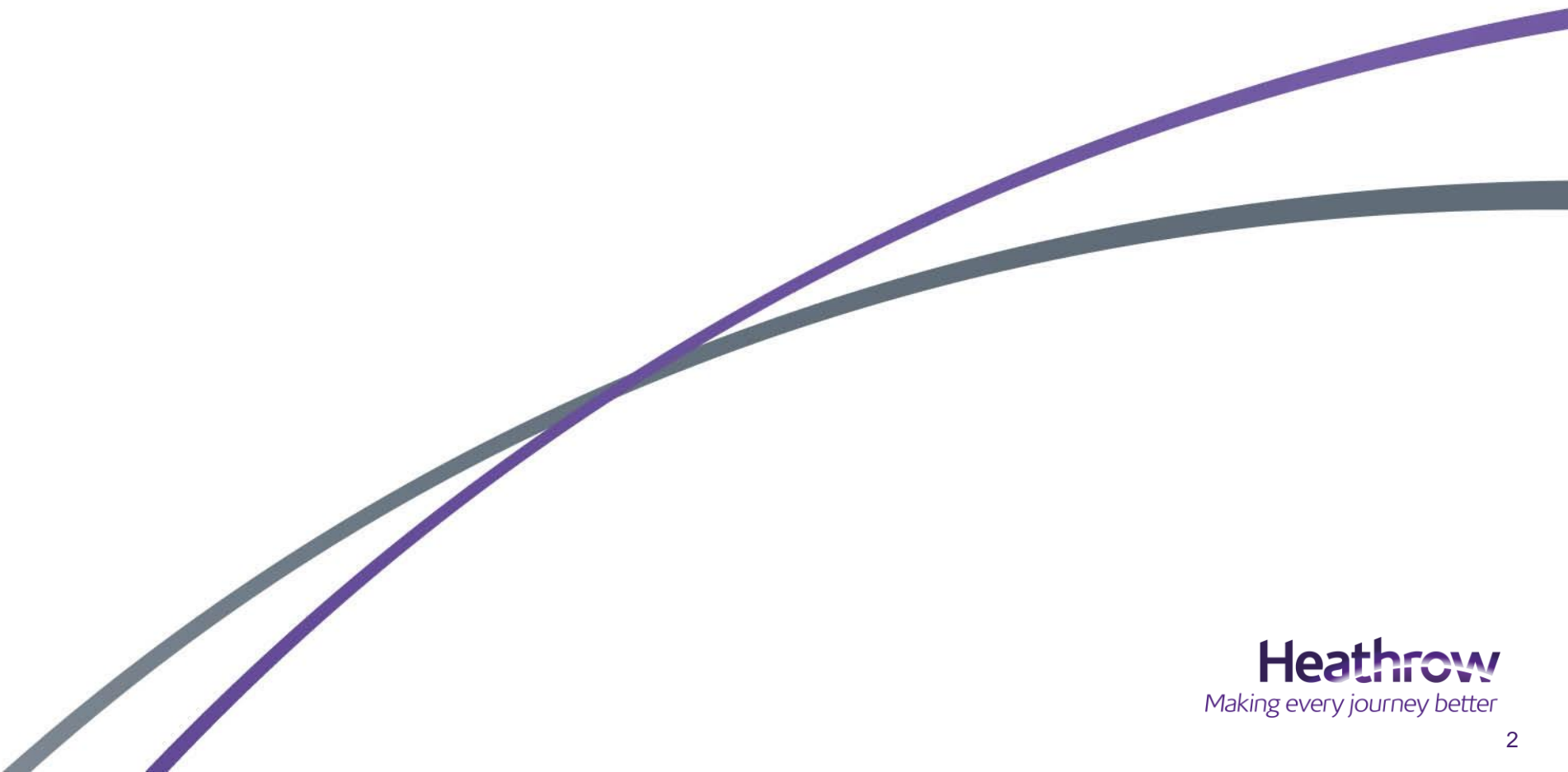




Commercial Telecoms Conference
May 2018
Stuart Birrell

Heathrow
Making every journey better

Expansion – where are we??????



IT Service & Support facts and figures

IT is an integral part of airport operations. It underpins the Heathrow service vision and the passenger journey. We cannot get it wrong.



Baggage

Including ADR-MIS, SCADA, Merlin, Baggage Handling Service



Corporate

Including Oracle, SAP BPC, Treasury Management and Heathrow.com



Operational

We support FIDS, ACDM, CCTV and radios



Networks and Wi-Fi

Including colleague, passenger and contractor Wi-Fi networks.



Cyber security

Provide cyber protection for Heathrow's IT services.



3,500

Corporate mobiles



7,500

IT Service Desk contacts each month



4,500

Laptops/desktops



250

Business applications



24/7/365

Dedicated rep in APOC



24/7/365

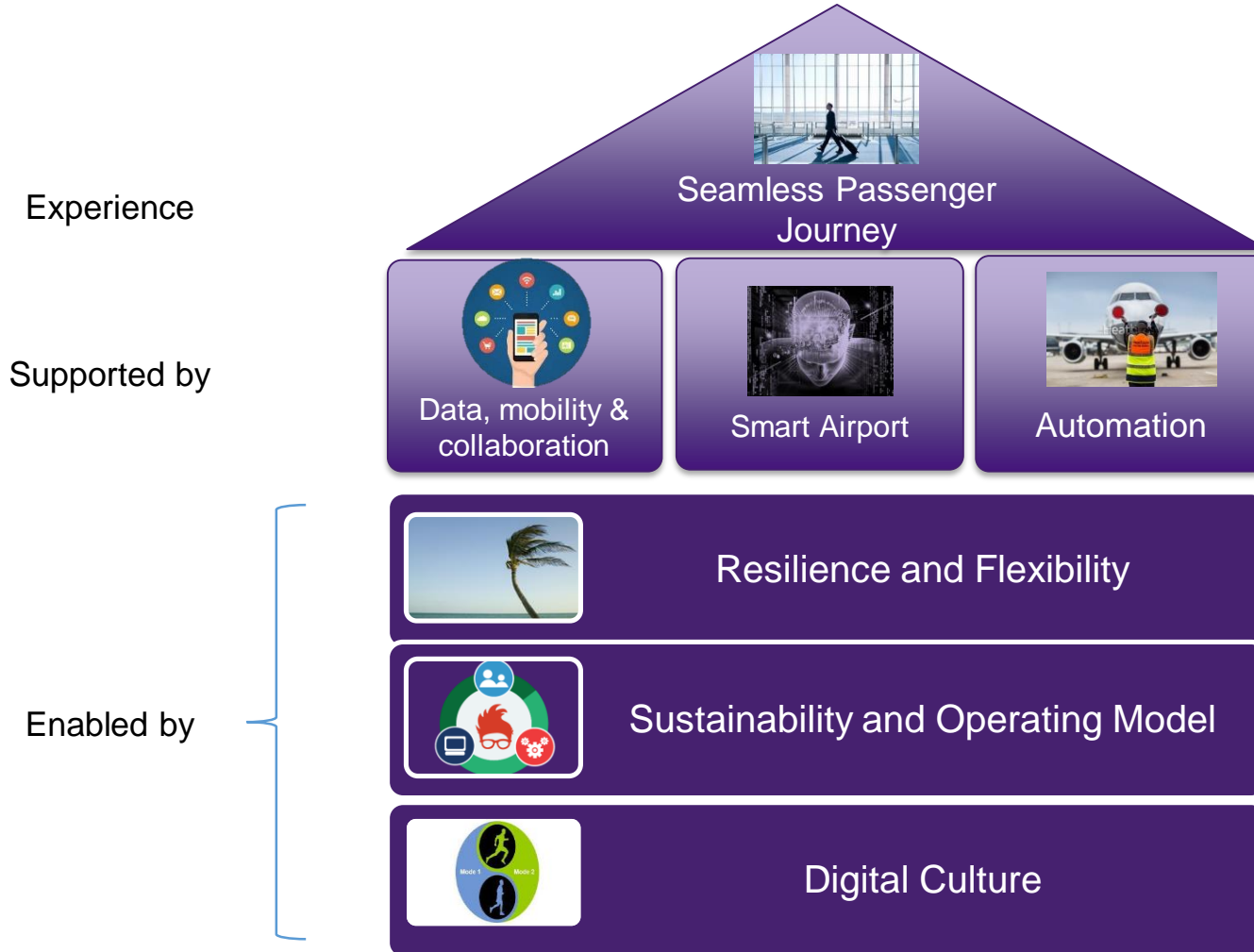
Out of hours support



9,900

Approx number of Heathrow accounts

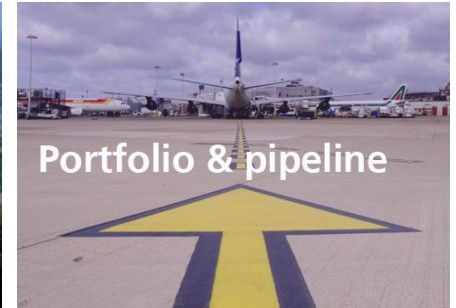
The best airport service in the world powered by the best IT team



2018 IT Growth Priorities

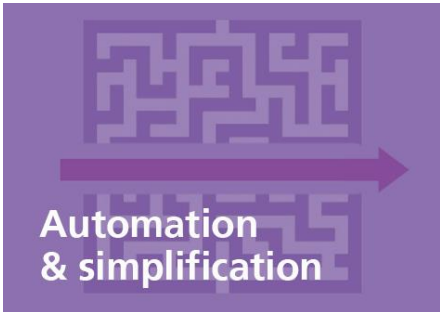
MOJO

Transform customer service



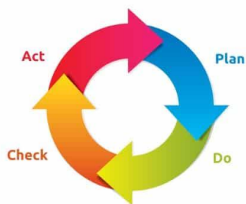
Beat the plan

Sustainable growth



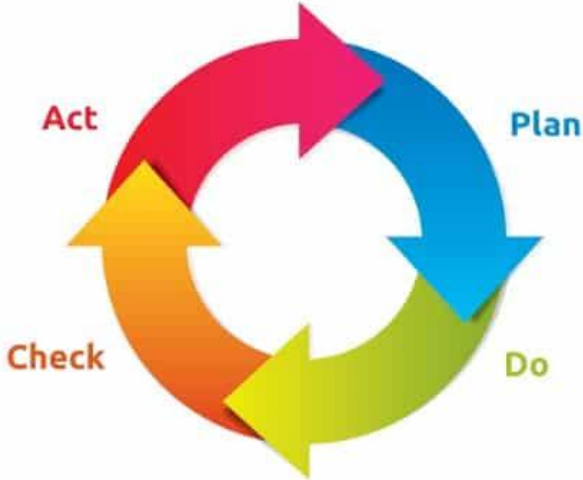
Built on the foundations of exceptional service and outstanding delivery

Three Simple Discussions



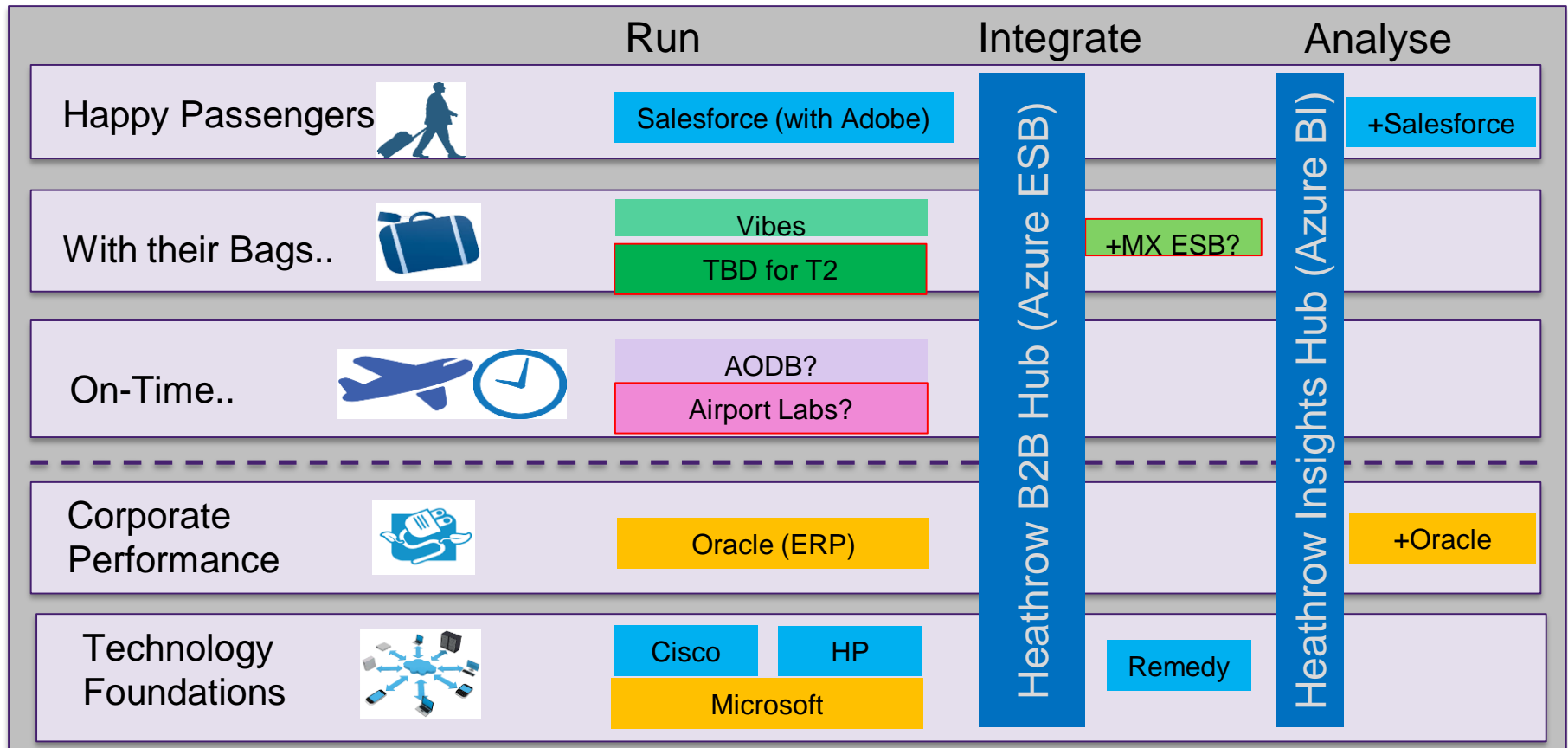
- Optimise
- Enhance
- Extend

How can we optimise what we have?

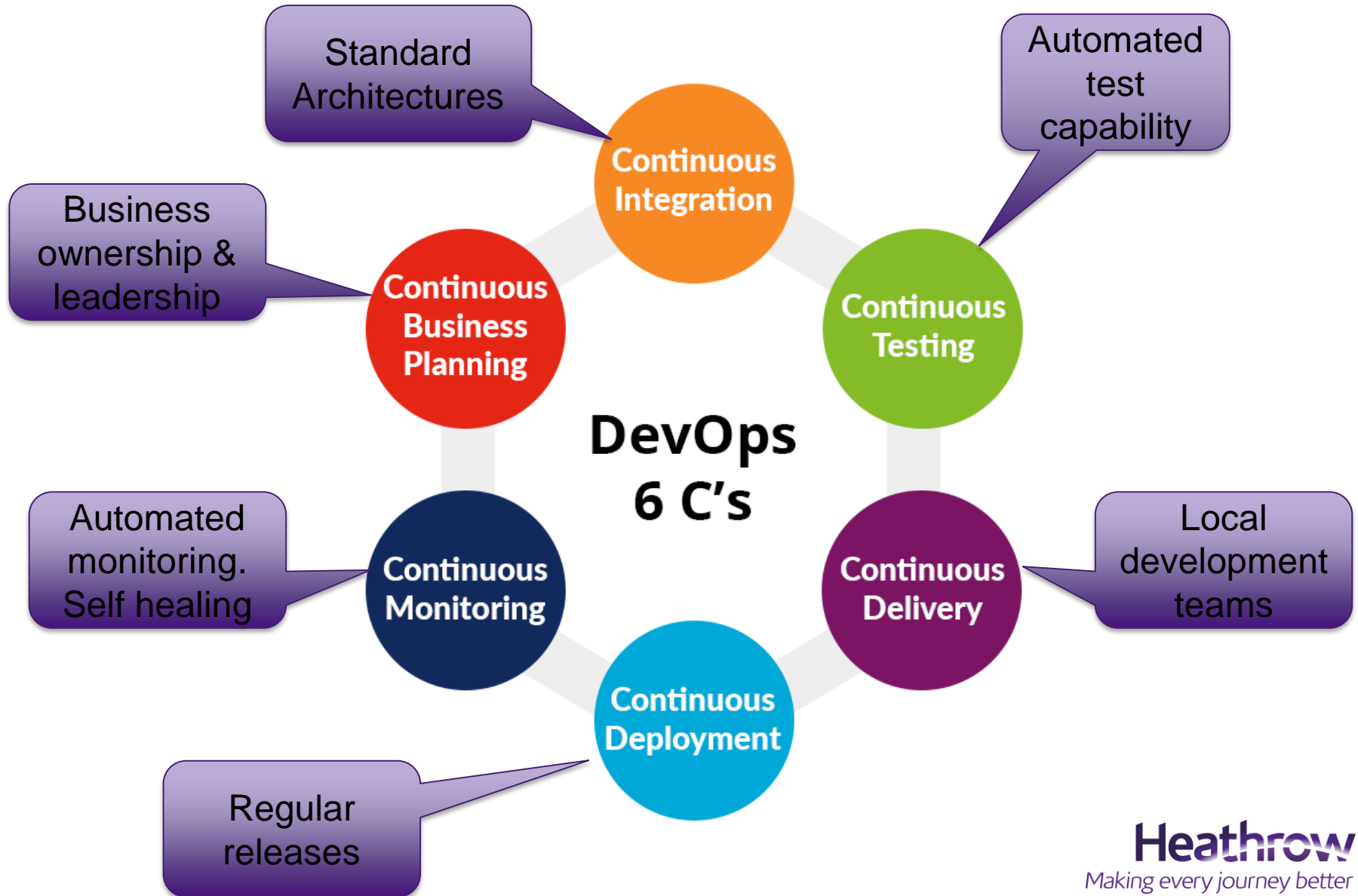


Consolidation to Data-Driven Platforms..

- Transition from a culture of multiple 'Best in Class' systems to integrated platforms with common data sets, skills and high levels of automation.
- Each platform focussed on the appropriate business area.



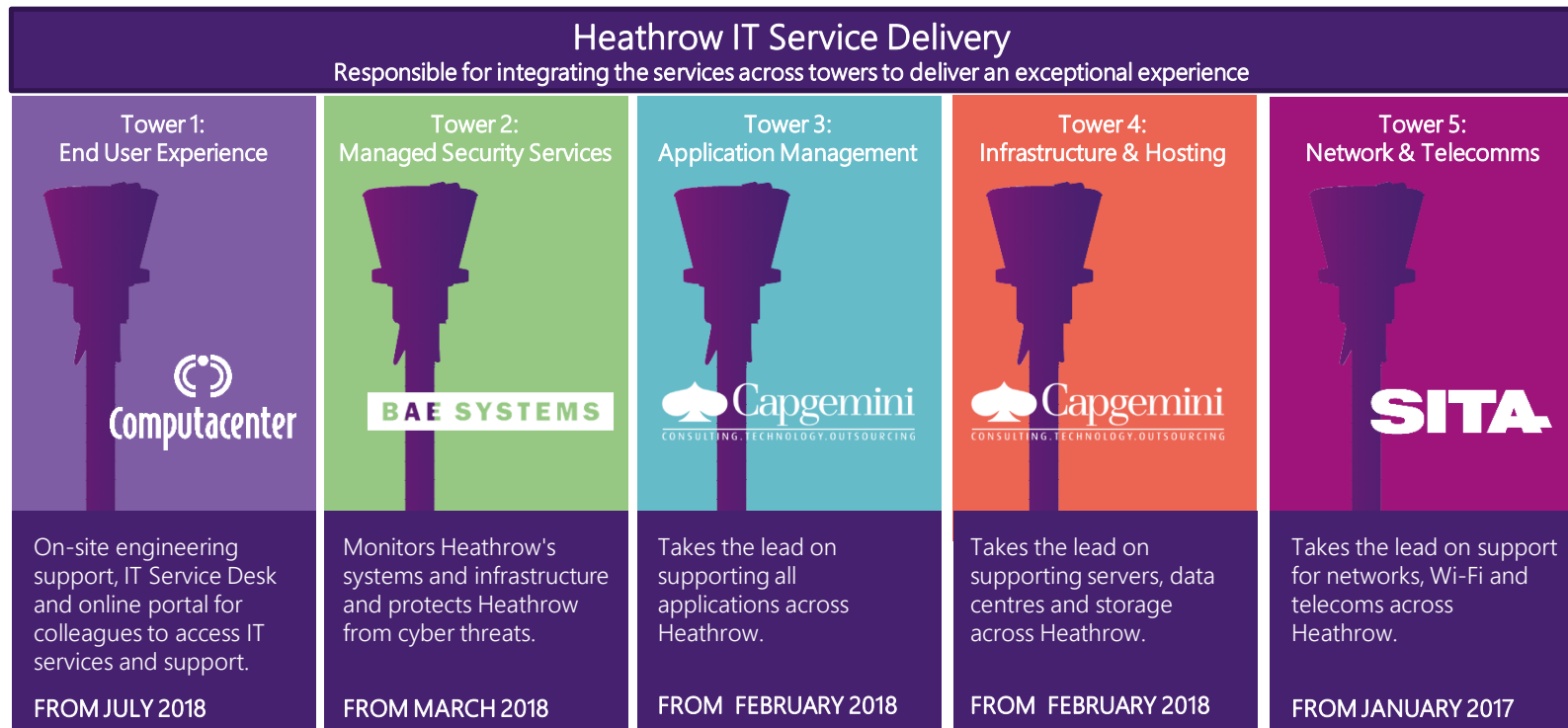
Platforms need continuous change:-



Rio - Our partners

July 11th – the big switch over

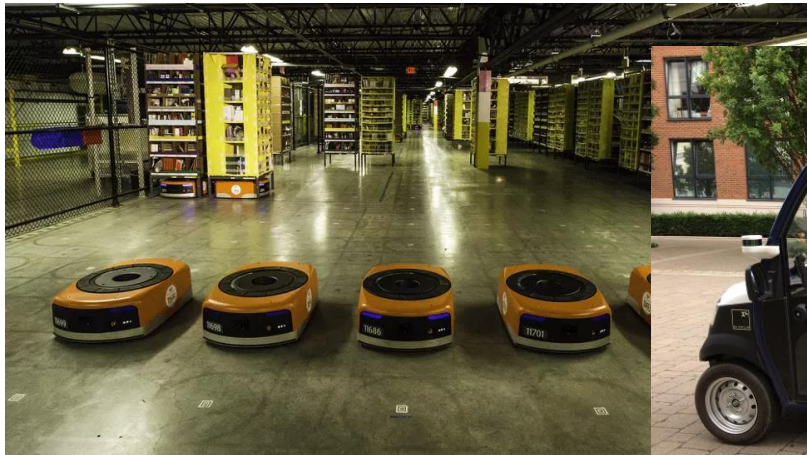
We've conducted a competitive tender to selected new partners who are passionate about working with Heathrow and committed to delivering an exceptional service. Our IT services are now split into five towers:



Enhance our capabilities



Automation – the 4th Industrial Revolution



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Next Generation Security – changing the passenger experience

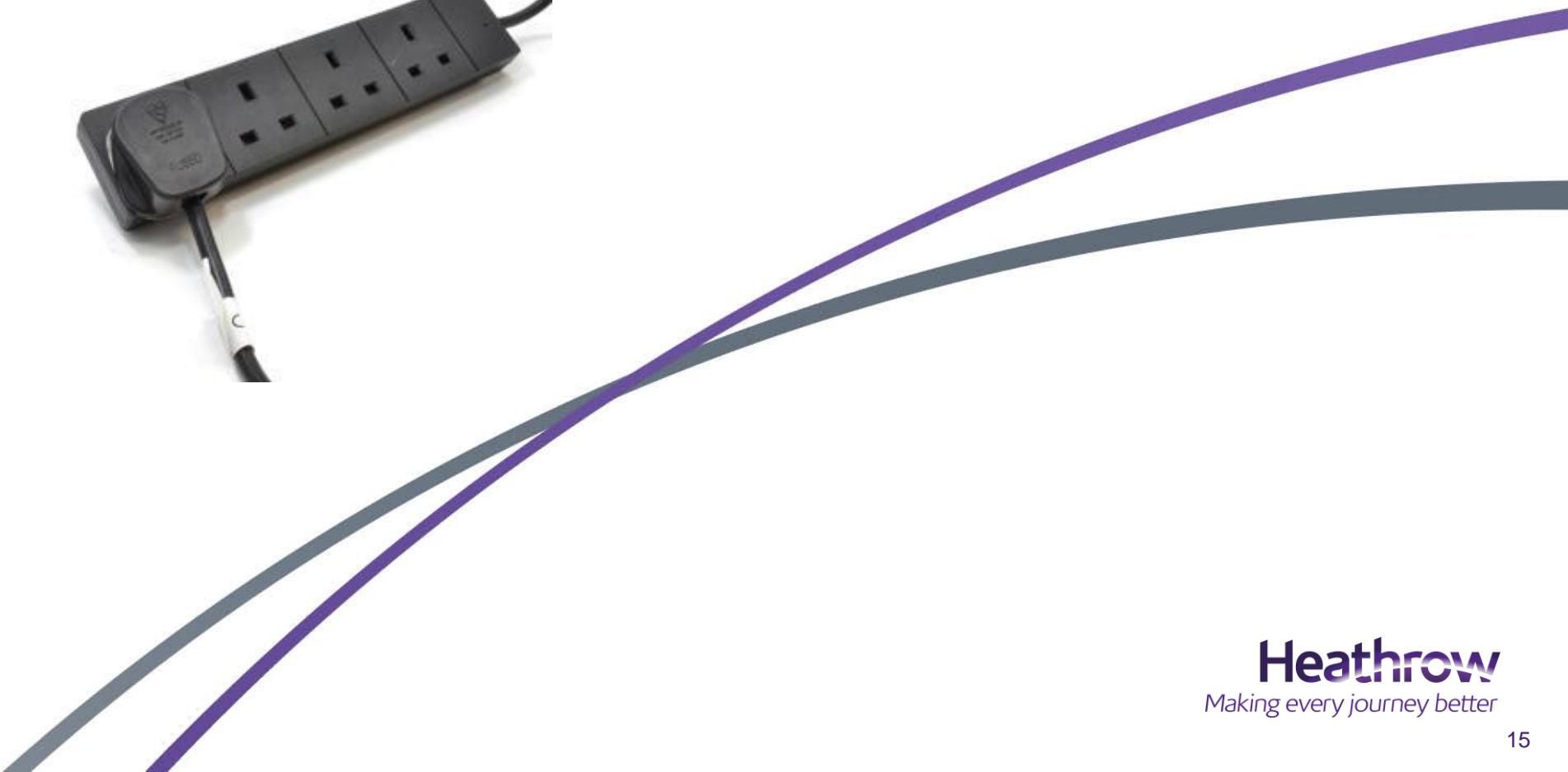


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Enhance Terminals 5 and 3



Extending our business



Extending our Capabilities



Exploit new capabilities

1. Digital radio
2. 4/5G
3. Copperless connectivity
4. SDN



Think Differently

1. Integrated and digitised ground operations
2. Automated ground operations
3. Automated passenger experience



The Future

1. Automation
2. Connectivity
3. Situational awareness

Heathrow

Making every journey better