



# Welcome!

John Arbuckle, Head of Property

**Heathrow**

 **SITA**  
Commercial Telecoms

# Property and Telecoms, Together

- For most tenants and retailers, a building's telecommunication infrastructure has become mission-critical to their businesses.
- The telecommunication services available on premises are also increasingly playing a role in attracting customers.
- At Heathrow, the collaboration between HAL Property and Commercial Telecoms adds value by providing a one stop shop for both accommodation and IT requirements for our tenants.
- At Heathrow, our IT managed services make it simple for Commercial Telecom's customers to move into their premises and connect through HAL's common infrastructure.

# One Stop Shop for All Heathrow Tenants



### Requesting Heathrow IT and telecom services

Heathrow Commercial Telecoms offer an end-to-end telecommunications service at the airport. When you connect to our services, your business benefits from:

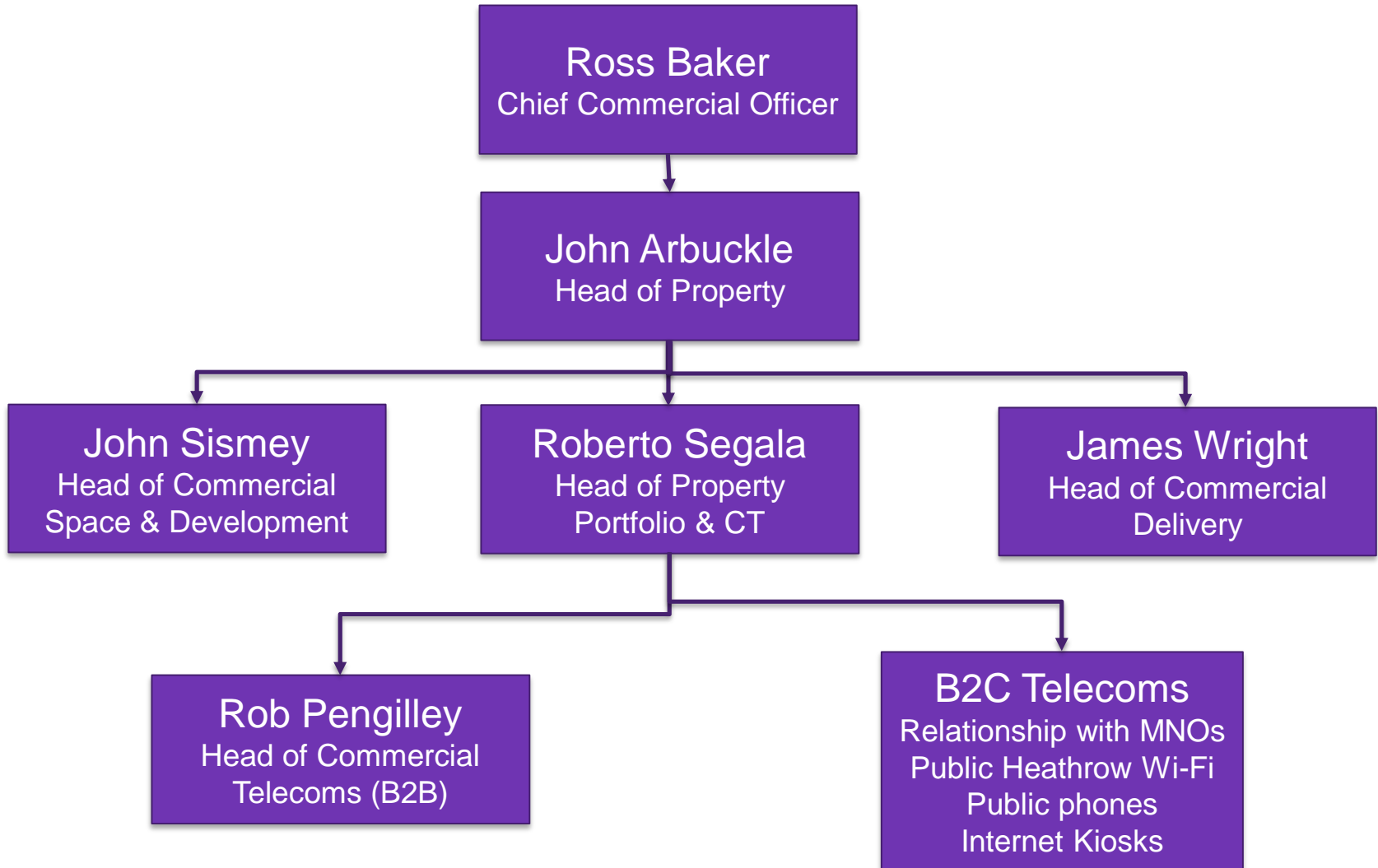
- Onsite support that is always with you
- Heathrow based Network Operations Centre (NOC)
- A dedicated Commercial Telecoms Account Manager.

Below is a summary of our products and services. Please mention 'Property Handbook' when you place your order with us in order to receive free installation on telephony and broadband.

For more information please contact Rob Pengilly at [rob.pengilly@sta.aero](mailto:rob.pengilly@sta.aero) or visit our website at [www.heathrow.com/telecoms](http://www.heathrow.com/telecoms)

 <p><b>A-CDM Kiosk-PC</b> Access the A-CDM application via a standard Heathrow built PC.</p>	 <p><b>Co-location</b> For greater flexibility, sustainability, cost reduction. A shared facility for businesses at Heathrow.</p>	 <p><b>Sky</b> Available through the IPTV service in standard definition (SD)</p>
 <p><b>Beacons</b> Trigger targeted messages to specific passenger based on their location at Heathrow with our beacons registry.</p>	 <p><b>Flight Information Display Screens (FIDS)</b> Real-time flight arrival or departure information on standard display units.</p>	 <p><b>Telephony</b> Cisco Call Manager technology providing both IP and analogue telephony for inbound and outbound calls.</p>
 <p><b>Broadband</b> Connect your own equipment or use the Heathrow virtual managed service.</p>	 <p><b>IPTV</b> Digital based internet television system that is distributed over the Heathrow network infrastructure.</p>	 <p><b>Wide Area Mobile Data</b> Dedicated 4G service for excellent coverage to outdoor areas.</p>
 <p><b>Wi-Fi On The Move (OTM)</b> Stay connected to the internet and your corporate applications around Heathrow Airport.</p>	 <p><b>Managed LAN</b> Secure, flexible solution to connect customer data and IT systems across all terminals and other locations.</p>	 <p><b>Wireless LAN</b> Secure, extensive coverage via resilient access points throughout operational areas of the airport campus.</p>
 <p><b>Closed Circuit TV</b> Provisioned as either a dedicated or shared service using Heathrows managed network.</p>	 <p><b>Passive Copper</b> Complete network cabling service available on a managed basis</p>	 <p><b>Passive Fibre</b> Connection to fibre when the required network connectivity is over 90 metres in length.</p>
 <p><b>Radio</b> Keep staff connected with instant communication via analogue or digital radio at a push of a button.</p>		

# Team Structure



DIK BEDANKT <sup>tesekkurler SALAMAT</sup> <sup>grazie</sup> <sup>Khublei</sup> <sup>TAK</sup> <sup>merci</sup> <sup>grazie</sup> <sup>GRANTANGi</sup> <sup>grazie</sup> <sup>Khublei</sup> <sup>TAK</sup> <sup>merci</sup>  
<sup>asante</sup> <sup>Pa x m e t</sup> <sup>TAK</sup> <sup>kiitos</sup> <sup>GRAZAS</sup> <sup>kammagar</sup> <sup>MERCI</sup> <sup>Ngiyabonga</sup> <sup>SUWUN</sup>  
<sup>謝 謝</sup> <sup>MASI</sup> <sup>danke</sup> <sup>ありがとう</sup> <sup>SALAMAT</sup> <sup>Diakuj</sup>  
<sup>mahalo</sup> <sup>SUWUN</sup> <sup>tesekkurler</sup>  
<sup>TAK</sup> <sup>DIK</sup> **THANK YOU** <sup>grassie</sup> <sup>SUWUN</sup> <sup>HVALA</sup> <sup>tesekkurler</sup>  
<sup>gracias</sup> <sup>Спасибо!</sup> <sup>daank</sup> <sup>GRANTANGi</sup> <sup>grazie</sup> <sup>TAKK</sup> <sup>daank</sup>  
<sup>DAKUJEM</sup> <sup>TAKK</sup> <sup>ASANTE</sup> <sup>Kammagar</sup> <sup>MERCI</sup>  
<sup>GRAZAS</sup> <sup>kammagar</sup> <sup>Хвала</sup> <sup>hvala</sup> <sup>DIK</sup> <sup>اركش</sup> <sup>DANKE</sup> <sup>Grassie</sup>  
<sup>salamate</sup> <sup>SUWUN</sup> <sup>kiitos</sup> <sup>bedankt</sup> <sup>GRAZAS</sup> <sup>arigato</sup> <sup>TAK</sup> <sup>grazas</sup>  
<sup>dakujem</sup> <sup>HVALA</sup> <sup>arigato</sup>  
<sup>MERCI</sup> <sup>dik</sup> <sup>HVALA</sup> <sup>daank</sup> <sup>TAK</sup> <sup>dik</sup> <sup>danke</sup>