



## Products and Services case studies

**Heathrow**

 **SITA**  
Commercial Telecoms



BT/Dixons Case Study  
Aydan Sener, Account Manager

**Heathrow**

 **SITA**  
Commercial Telecoms

# Customer Business Case



## Case overview

**Focus on  
core  
Business**

**Customised  
Solutions**

**Reduce  
Capital Cost**

**Access to  
widely skilled  
resource**

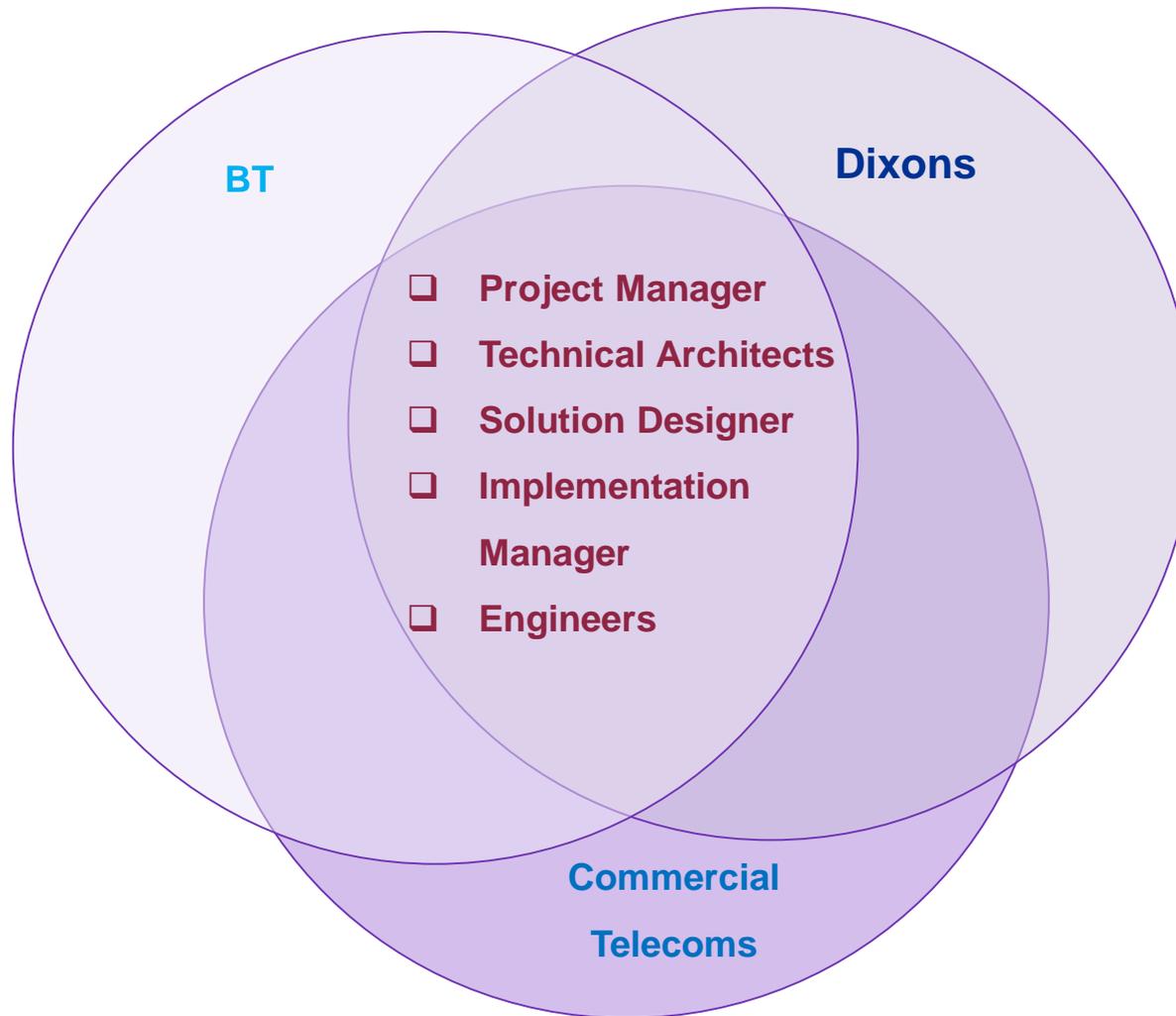
**Mitigate risks**

# Customer Business Requirements

- Fully managed IPSEC solution back to Dixon's HQ
- 9 x Dixon stores across the Heathrow Estate
- 100MB Premium Broadband connection
- 160 Managed LAN ports
- Wireless LAN Design



# Working In Partnership



# Customer Benefits



## Case outcome

**Network  
availability**

**Robust  
Solution**

**Wrap  
around  
SLA's**

**Resilient  
and fast**

**Scalable  
and Flexible**

**IP Security**

# Summary

Commercial Telecoms worked in close collaboration with Dixons & BT to deliver the project

We know it is very important to maintain the right level of engagement to fulfill every customer requirement

We understand the business needs of our customers and support the challenges that comes along with business growth



## OmniServ - Common Beacon Infrastructure

Amitoj Deol, Account Manager

**Heathrow**

 **SITA**  
Commercial Telecoms

# Customer Business Case

Improve staff efficiency, enhance passenger experience



*“From arrival at the airport all the way through to the departing aircraft and vice-versa, our goal is to make their journeys as seamless as possible” –  
omniserv.eu*

OmniServ are a leading provider of services to Passenger with Reduced Mobility (PRM) at airports

Such as assisting wheelchair users, passengers with visual or hearing impairments

At Heathrow, OmniServ staff attend to special assistance needs and requests

Transporting passengers to and from aircraft and within the terminals

# Customer Business Requirements



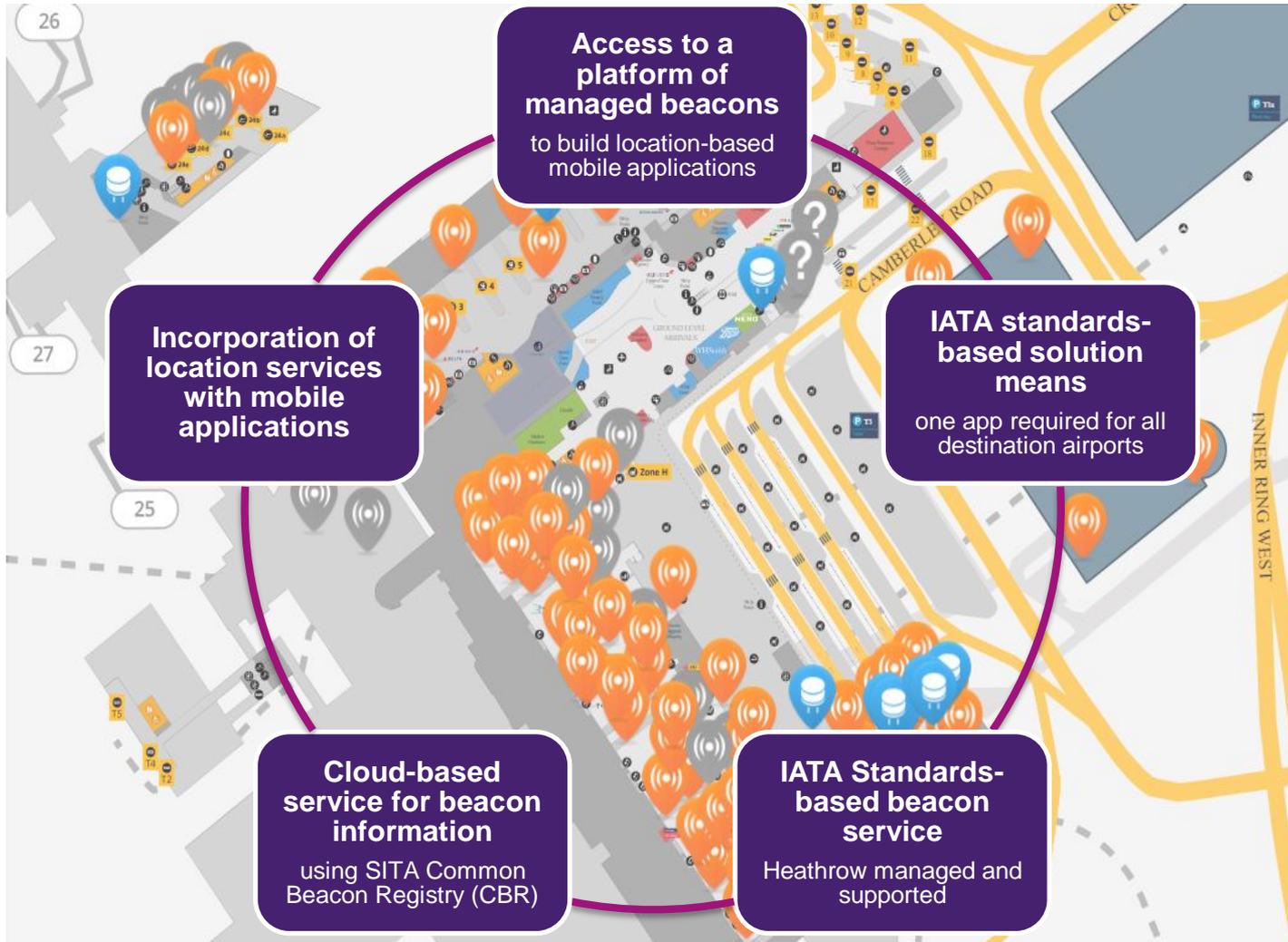
OmniServ staff originally tracked their assets by scanning QR codes located throughout Heathrow

OmniServ approached Commercial Telecoms to explore a solution to provide a more efficient and enhanced passenger service

Commercial Telecoms' Product Manager worked in consultation with OmniServ to design a pilot solution using bluetooth beacons

The success of the proof of concept led to the full deployment of over 1700 beacons

# Our Common Beacon Infrastructure Solution



# Customer Benefits



OmniServ staff and management are equipped with an efficient process for resource management



OmniServ staff can track jobs and colleague location in real-time via a smart phone app



OmniServ did not have to provide capital expenditure for the beacon infrastructure

# WI-FI On The Move Heathrow Express

Rob Pengilly



**Heathrow**

 **SITA**  
Commercial Telecoms

# Customer Business Case.....



Heathrow Express required an efficient solution to allow their sales team to interact with passengers using their new mobile Ticket Issuing System (mTIS).



# Specific Customer Requirements.....

- 'Always On' Wi-Fi coverage at Arrivals & Baggage Reclaim in all Terminals
- Ability for Sales to work 'on the move'
- A fully managed support model with SLA's
- Ability for mTIS app to run on multiple devices (IOS, Android & Windows)
- Devices to remain logged on without having to re-authenticate each time
- A flexible plan which allows additional devices to be added at anytime



# We asked HEX some simple questions .....

- **How.....** many devices require access ?
- **What....** are the makes and models of the devices ?
- **Where.....** would the devices be used ?
- **What....** are the specific MAC addresses of the devices ?
- **What....** security protection do the devices have ?
- **When....** would you like the service to start ?

*“Sometimes the questions are complicated and the answers are simple”*

*-Dr Seuss*



# Our Wi-Fi On The Move Offering.....

## Service on the go !

- With our Wi-Fi On The Move service , staff can **stay connected** to the internet and their corporate applications.

## What we Offer

- **Access** to the existing Wireless Access points across the Heathrow.
- **Connectivity** to key service devices; Point of Sale (POS), Credit Card Readers, providing real time information, regardless of location



**Heathrow**

 **SITA**  
Commercial Telecoms

# What we specifically provided for HEX.....

## MAC Authentication WIFI On The Move

- Uninterrupted Wi-Fi coverage
- 120+ devices simultaneously connected
- Ability to add and remove users easily
- No need to re-authenticate
- Support for IOS, Android & Windows
- 24 Hour support with monitored SLA's
- A flexible payment plan
- Dedicated Account Manager



# Customer Feedback.....

*“Heathrow Express has recently successfully deployed a new mobile Ticket Issuing System throughout Heathrow, leveraging the SITA On The Move (OTM) WiFi service, this is enabling colleagues to roam seamlessly throughout the airport to sell tickets to passengers”*

*“Thank you and your team for the flexibility shown over the implementation of mTIS”*

George Cooper  
Heathrow Express Project Manager



# Summary.....

All devices were migrated within the requested timescales and 120+ devices have been live since April 2018, Resulting in:

- More efficient & effective staff
- Increased Sales
- Seamless Connectivity
- Improved Customer Service



DIK BEDANKT <sup>tesekkurler SALAMAT</sup> <sup>grazie</sup> <sup>Khublei</sup> <sup>TAK</sup> <sup>merci</sup>  
<sup>asante</sup> <sup>GRAZAS</sup> <sup>GRANTANGI</sup> <sup>MERCi</sup> <sup>Ngiyabonga</sup>  
<sup>Paxmet</sup> <sup>TAK</sup> <sup>kiitos</sup> <sup>kammagar</sup> <sup>SALAMAT</sup> <sup>Diakju</sup>  
<sup>謝謝</sup> <sup>MASI</sup> <sup>danke</sup> <sup>ありがとう</sup> <sup>SALAMAT</sup> <sup>Diakju</sup>  
<sup>mahalo</sup> <sup>SUWUN</sup> <sup>tesekkurler</sup>  
<sup>TAK</sup> <sup>THANK YOU</sup> <sup>grassie</sup> <sup>SUWUN</sup>  
<sup>DIK</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>