

Case Study

Modern IT infrastructure for airlines at Frankfurt airport

»Passengers at Frankfurt airport benefit from very stable operations at the check-in counters and gates, thanks to Fujitsu's hardware.«

Hermann Butzon, Manager Customer Service , SITA



The customer

Country: International
Industry: Communications and IT for the air transport industry
Founded: 1949
Employees: 4,200
Web site: www.sita.aero



The challenge

The world's leading provider of modern communications and IT solutions for the air transport industry, SITA, is responsible at Frankfurt airport for large parts of the infrastructure, including the check-in counters and gates, where workstations, monitors and peripherals are due to be replaced after six years in operation. The hardware had to meet certain specifications as regards to certification, ventilation, connectivity and performance.

The solution

Having had 25 years of successful cooperation, SITA commissioned its IT partner Fujitsu for the renewal of the front-end hardware at the check-in counters and gates. Fujitsu supplied more than 1,000 top-quality workstations as well as monitors, keyboards and mice. The workstations are certified according to the CUTE (Common Use Terminal Equipment) standards, which are required for use in the air transport industry.

The customer

SITA (Société Internationale de Télécommunication Aéronautique) is the world's leading provider of modern communications and IT solutions for the air transport industry. The company currently has the largest data and voice communication network in the world. Almost all leading air transport and travel organizations in 220 countries make use of SITA solutions. Customers include numerous airports, airlines, authorities as well as more than 250 large and medium-sized tourist and logistics companies throughout the world. The company, which was founded in 1949 in Belgium, currently has an international focus and 4,500 employees in 170 countries worldwide.

The challenge

Almost every civil aviation flight can be said to be based on technology and services from SITA. Due to the high demands of the air transport industry the company requires individually tailored, high-quality, powerful and particularly reliable IT solutions.

SITA's customers include the airlines at Frankfurt airport (the largest airport in Germany and third-largest in Europe), who have joined together to form CLUB (CUTE Local User Board). On account of this contract renewal it was necessary for SITA to replace numerous desktop computers, monitors and peripheral devices at both the check-in counters and the gates. For this purpose, the company was looking for a suitable supplier, who would meet both the high level of technical standards and the required certification.

The solution

Fujitsu has already worked together with SITA for 25 years and has in this time equipped the customer with workstations and other devices for the IT infrastructure. Based on this successful cooperation and high product quality SITA has once again placed its trust in its proven IT partner, commissioning it with the renewal of the hardware.

Fujitsu supplied a perfectly matched hardware package consisting of workstations of type ESPRIMO E520, monitors, keyboards and mice. The devices have a five-year warranty and meet the exact requirements of the air transport industry and are certified according to the CUTE standard (Common Use Terminal Equipment) and are also individually adapted to suit the requirements of the Frankfurt airport.

Customer benefits

- Flexible customization of the workstations according to individual customer requirements
- Low heat build-up thanks to intelligent fan management
- High-quality hardware made in Germany
- Meets the exacting requirements of the air transport industry with CUTE certification
- Hardware support for the entire contract period
- Saves costs, resources and space during the rollout thanks to the XXL packaging concept

Customer benefits

The decision to purchase from Fujitsu was not only based on the history of many years of successful cooperation, but also on the technical capability of the hardware package Fujitsu. They scored highly with numerous product advantages: "Thanks to its customizing Fujitsu was in a position to precisely meet the customer's requirements. For example, Fujitsu was the only provider able to flexibly equip the workstations with five serial interfaces, which are needed to connect special peripheral devices at the check-in, baggage drop-off and gate", stated Hermann Butzon, Manager Customer Service. Another convincing feature was the ESPRIMO workstations with their particularly low heat generation. Thanks to the well-matched drivers and efficient fan management, which automatically regulates operation depending on the workload, thus the temperature can be kept low and waste heat can be further reduced by means of the well thought-out positioning of the fans. This was particularly important in this case, according to Butzon, "depending on the workload because the workstations at the check-in counters operate on a 24-hour basis and are housed in very confined counters, which greatly restricts air circulation and the excessively high waste heat would otherwise damage the devices".

One further advantage is the high quality of the hardware made in Germany. The workstations were produced at the Fujitsu factory in Augsburg, the most modern computer factory in Europe. Their failure rate is very low and ensures smooth operation. Thanks to the development and production location in Germany Fujitsu also offers a high degree of customer proximity. As a particular feature of the service quality Fujitsu delivers the workstations in large-scale packaging, which the company specially developed for projects. That means there were 42 devices packed onto one pallet instead of the usual 28. This saved a third in packaging material and space accordingly. Not only the environment benefits from this, but also SITA itself, because the space available at airports is very limited and storage capacity is at a premium and accordingly expensive.

Products and services

- Workstations: ESPRIMO E520, of which 120 have five serial interfaces as specially requested by the customer
- Monitors: DISPLAY B19-7 LED
- Peripherals: 300 keyboards, 1,500 mice
- Delivery of the workstations in specially developed large-scale packaging with 42 devices on one pallet
- Product warranty of five years

Conclusion

The role SITA plays in the international air transport industry, providing powerful IT solutions, calls for strong partners. On account of its harmonious overall design, Fujitsu's complete hardware package was very convincing in this case and perfectly met SITA's high requirements – from its willingness to flexibly adapt to individual customer requirements, the technical superiority of the ESPRIMO workstations including their optimized fan management, the quality made in Germany, the special customer proximity and even the sustained packaging concept.

"Thanks to the high-performance and top-quality hardware from Fujitsu the airlines at Frankfurt airport benefit from very stable operations at the check-in counters and gates. To date there has not been a single downtime. Passengers can also be processed quickly and without any problems, which in turn contributes towards their satisfaction and ultimately also increases the attractiveness of Frankfurt airport."

About Fujitsu

Fujitsu Central Europe (Germany, Austria and Switzerland) is a leading European full-range provider of information and telecommunication technology. Headquartered in Munich, the company offers a comprehensive portfolio of technology products, solutions and services, ranging from terminals, data center solutions, Managed & Maintenance Services and cloud solutions right through to outsourcing and consulting. In Germany, Fujitsu develops and manufactures notebooks, PCs, thin clients, servers, storage systems and mainboards, and operates highly secure data centers. In the Central Europe region, Fujitsu and its approximately 2,800 employees generated revenues amounting to €1.8 billion in fiscal year 2013 (which ended March 31, 2014).

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