Fujitsu: Reaching new heights in aviation

FUJITSU

shaping tomorrow with you

Aviation is going places

Airports are highly complex businesses aiming to diversify their revenue streams while meeting demands for greater capacity, smoother travel and complete security. As customer expectations rise, airlines are also focusing on innovative ways to provide a welcoming and seamless passenger experience.

Well-designed IT can play a vital role in creating competitive advantage by lowering costs, improving service and connecting different parts of the business. To keep the world flying safely, comfortably and economically, airports and airlines need to manage a vast range of assets and processes – in real time.

Fujitsu is helping aviation organisations reach new heights in increased productivity and efficiency. We're helping to unlock new revenue streams and reimagine their businesses. We work with some of the largest and busiest airports and airlines in the world, enabling growth with services from infrastructure deployment to comprehensive managed IT services.

As a leading innovator and systems integrator, Fujitsu brings over 40 years' experience of major IT and networks service design, deployment and management to the UK and around the world, with 162,000 employees working with customers in over 100 countries. We're ready to take the next steps in your journey with you.
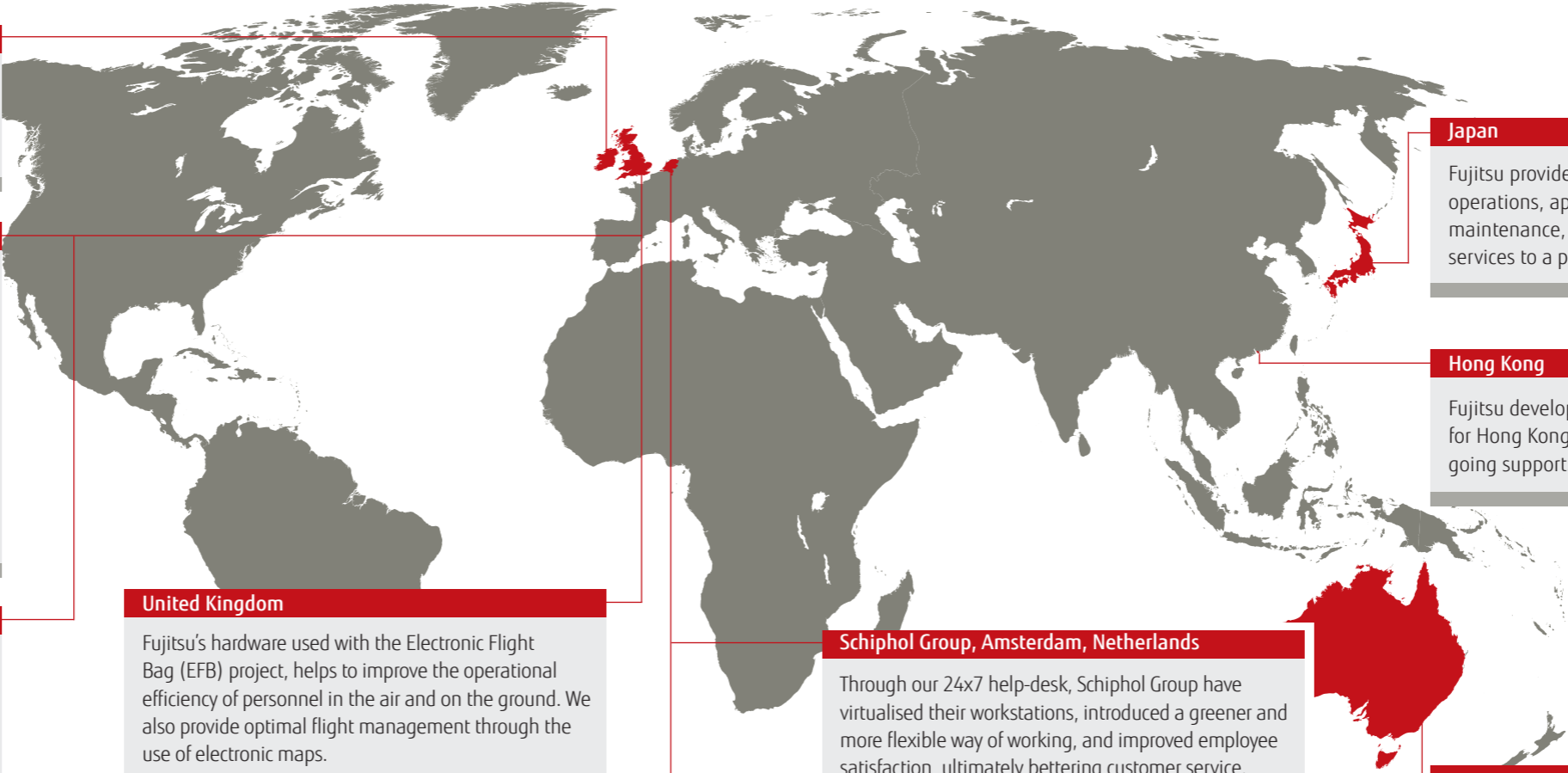
Profiting from footfall
Airports are now more than ever investing in self-service technology and personalisation that keeps travellers informed and improves the airport travel experience. And the better the information services provided, the more comfortable the traveller becomes – which has a direct impact on customer spending. Passengers who report high levels of satisfaction spend up to 45% more in airport shops.

Airports are also working hard to drive incremental revenue from areas such as car parking, retail, currency exchange, catering, advertising and car rental. Further growth can come from airports assisting their partners and tenants with technology. Every business partner needs a good IT infrastructure, so renting it to partners can be a win-win. IT becomes a white labelled, hosted service delivered via the airport with attractive rates – and another reason for the partner to invest in its presence.

Fujitsu introduced a cloud-hosted VoIP and collaboration solution at Gatwick Airport, providing capacity which can also be used by airport tenants. The transformed communications infrastructure brings benefits to staff, partners and passengers alike.

Delivering global solutions

Ireland
Airport services range from the deployment of an Oracle ERP platform to the implementation, support and maintenance of a state of the art CCTV video management system (VMS).

Heathrow Airport, London, UK
Our network infrastructure project during the reconstruction of Heathrow's Terminal 2 saw Fujitsu implement the terminal's seamless integrated network system. This vital infrastructure underpins the entire passenger journey through the airport and supports critical operations including security, building management, self-check-in and bag drop systems. The entire programme was delivered with zero faults, this is very rare for a project of such magnitude.

Gatwick Airport, London, UK
Fujitsu's cloud-based unified communications system gives Gatwick Airport the flexibility to connect front and back-room staff seamlessly. The future-proof solution has better equipped Gatwick to reduce passenger queuing times and deliver an improved overall passenger experience. In addition, Fujitsu has put in place a fully-managed print service which enhances staff productivity, improves service availability, and lowers costs through both the use of new technology and the provision of management information that enables cross-charging and introduction of best practice (e.g. colour v mono printing).

United Kingdom
Fujitsu's hardware used with the Electronic Flight Bag (EFB) project, helps to improve the operational efficiency of personnel in the air and on the ground. We also provide optimal flight management through the use of electronic maps.

Reservation, ticketing, boarding and payment data requires secure and robust storage solutions. Fujitsu aim to deliver storage capabilities to enable you to improve reliability and ensure 24 hour operations. For example, Fujitsu's hand-held, on-board terminal solutions help airlines to reduce risks, including card fraud during in-flight purchasing, whilst keeping sensitive data secure.

Japan
Fujitsu provides service desk, infrastructure operations, application development and maintenance, end user devices and managed print services to a prestigious Japanese aviation company.

Hong Kong
Fujitsu developed the manpower rostering solution for Hong Kong's top airport, to which we provide on-going support.

Schiphol Group, Amsterdam, Netherlands
Through our 24x7 help-desk, Schiphol Group have virtualised their workstations, introduced a greener and more flexible way of working, and improved employee satisfaction, ultimately bettering customer service.

Netherlands
We manage a global service desk for KLM handling over 400,000 calls a year, helping meet their organisational objectives to streamline global business operations and support functions.

Qantas Airways, New South Wales, Australia
Year on year, Fujitsu has helped Qantas to reduce it's environmental footprint by developing and implementing its' ICT sustainability road map, and improving the carbon footprint through the worldwide 24/7 service desk.

Fujitsu is home to many specialist Aviation Service and technology companies globally. In particular the following three members of the Fujitsu family are making a real difference to the way aviation works.

ACT – End to end passenger ticketing
Streamlined ticketing is a great way of saving money, improving the passenger experience, gaining greater management insight and earning additional revenues. Ticketing solutions that cooperate well with payment systems, also expand customer options and accelerate funds realisation.

ACT brings joined-up travel ticketing for customers – across all modes of transport. ACT cloud-based services enable smart ticketing and complex transactions, while managing your data safely and lowering your running costs.

ACT's systems support over 67% of the UK's transit operations and process over one billion digital transactions a year through its cloud-based applications. Its technology partners connect to ACT's cloud platform to give them the capability to deliver smart ticketing to ITSO and PCI standards without the cost and complexity of developing and maintaining compliant systems.

PegaSys – Everything you need for scheduling
Fujitsu's PegaSys platform is a sophisticated, end-to-end business system for scheduling aircraft and crew. By enabling analysis of actual demand and costs, PegaSys produces schedules that meet market needs most effectively while optimising aircraft utilisation between maintenance tasks. Built-in profitability analysis ensures business objectives stay in focus.

As a fully integrated system, PegaSys enables you to react quickly to market changes and operational disruptions. Rapid processing of rules and constraints allows for swift generation of alternative solutions while intelligent repair tools help users get the best possible answers.

PegaSys also performs all the legacy tasks associated with airline integration automatically in the background and without need for manual intervention. These tasks include sending and reading of telexes and publishing schedule changes to the outside world. And the Network Aware option adds mobility, enabling consolidated real-time fleet tracking data on a range of devices using rich 3D visualisation.

GlobeRanger – Tagged for success
The aviation industry depends on timely data and decision making to keep the fleet flying, but outdated and unreliable information systems can leave you in a holding pattern. GlobeRanger helps aviation companies reach unprecedented levels of efficiency and safety by providing data and visibility from new sources.

GlobeRanger's industry leading AIT (Automatic Identification Technologies) support all aspects of the aerospace industry including MRO, Manufacturing WIP, Warehouse Management and supply chain integration. There is a complete range of RFID tags, readers and supporting software engineered to aerospace industry requirements, including high-memory tags that support Spec 2000 data formats for parts tracking.

Optimising your assets

Real time data is essential in aviation to ensure the right decisions are made, safeguarding against inefficiencies, downtime and risk.

Our innovative Radio Frequency Identification Device (RFID) tagging system has helped the industry to reach new levels of efficiency and safety.

By accurately tracking the location and durability of assets, airlines are able to reduce mandatory maintenance and safety check times by an average of nine minutes. The real-time data analytics provided mean problems can be dealt with faster, reducing downtime, increasing efficiency and revenue streams. Engineer productivity is another area that is key to maintaining and repairing assets. The size of the modern day airport and the volume of assets owned by organisations makes maintenance and repair increasingly difficult.

Fujitsu's hyper-connected van turns the engineer's vehicle into a mobile digital hub with WiFi, Secure Unified Communications and multiple business applications. The hyper-connected van links RFID-tagged tools, parts or stock in the van with back-end inventory and logistics. Every job gets the right person, with the right tools, in the right place at the right time, thereby reducing the need for second visits, reordering of stock or travel wasted on routine maintenance checks.

Making cloud work for you

Cloud adoption is surging as airports and airlines seek benefits from technologies such as mobile and self-service. At the same time, organisations are looking to cloud to meet the many conflicting demands on IT infrastructure, improve agility and attack their cost bases. Cloud enables the business to become more competitive, handle more passengers, ensure compliance with new legislation and security regulations, respond quickly to disruptions from weather and industrial action, and better manage corporate activities such as mergers and acquisitions.

However, cloud strategies need to be designed with the aviation environment firmly in mind. Any solution needs to balance availability with security – and flexibility with cost. The answer lies in a Fujitsu tailored, integrated Hybrid IT environment which blends cloud and on-premises IT. Implemented with a governance framework that matches the new pace of business, Fujitsu's Hybrid IT delivers the flexibility to evolve without risk.

Our approach to delivering Hybrid IT drives productivity by providing a unique single-pane of glass platform to enable both IT departments and end users to manage and self-provision multiple cloud services from a variety of cloud suppliers. We also provide end-to-end managed networks and high performance connectivity to further free up your IT team to focus on business innovation, rather than managing IT complexity.

Working well together

Every airport is experiencing rapid growth in numbers, with continuous capital projects of every size. Each project has a significant IT element, and in many cases IT needs to be coordinated across a group of suppliers. Building contractors do not usually address the IT elements of their works, so responsibility devolves to the airport's own team, adding an extra, complex project management task.

Fujitsu offers an end-to-end service integration solution for such projects. As the prime IT subcontractor for capital projects, Fujitsu's experienced airport team will survey, design, cost and implement the end-to-end IT project, including bringing in our specialist suppliers for each aspect of the job (CCTV, MAID, networking, etc).

We work with the prime construction contractor to ensure project plans are joined-up and the entire process runs smoothly, freeing up your project managers to focus on higher value opportunities.

Today at Heathrow we run a multi-disciplined engineering team in a live operational environment where Health and Safety is paramount. Working both airside and landside, our team understand what it takes to get the job done safely, efficiently and effectively.

We have deep experience in working in airport construction. Fujitsu was the network integrator for the new Heathrow Terminal 2 and is currently responsible for two of Heathrow's IT Centres of Excellence. For T2 we delivered 130 communications rooms, deployed 420 Cisco switches, patched 10,500 cables and installed 40kms of fibre/copper cables, all in the most challenging build and operate environment.

Define, design, deliver

Information security breaches can cost heavily – in both financial and reputational terms. Threats continue to evolve while regulatory requirements and increasing staff mobility add to the complexity of the security task. We work closely with a number of airports and airlines globally to define, design, deliver and operate through-life services, managing complexity on their behalf.

Fujitsu are active in security across industry, commerce and government, with tools such as Security Information and Event Monitoring (SIEM). Our SIEM technology is integrated across your organisation's security network, helping to provide real-time security alerts which give you the right information to make better business decisions, keeping your operations running safely and securely and mitigating the threats against your organisation.

Fujitsu also helps keep the UK secure by operating the Borders Platform for the UK Borders Agency. This real-time technology verifies people's identities and assesses their eligibility to enter the country at all UK airports. Not only does this ensure the security of our borders, but it also facilitates the passenger processing model ensuring quick and efficient processing and less stress at the border gate.

We would like to show you more about our solutions in aviation.
To arrange a meeting, please contact us.

CONTACT FUJITSU

Tel: +44(0)1235 79 7711
Email: AskFujitsu@uk.fujitsu.com

Ref: 3566

uk.fujitsu.com