Success Story

Airport management group selects Unify for full systems upgrade and Managed Services prior to major world expo

SEA

A new four-year contract will provide a full technology refresh of the outdated telephone system at Milan's two major airports. The contract is a highly visible project in advance of the city's Expo 2015 global event and the upgrade will provide state-of-the-art service for years to come.

The Task

Updating the ageing telephone network and communication systems that serve Milan's two primary airports with a contemporary IP-based system that will include full Unified Communications (UC) support, a unified control center, contact center support and enterprise-wide cordless connections for airport staff.

The Solution

- Full network and technology upgrade to OpenScape 4000 supporting about 6,000 users including DECT and WiFi connections.
- Unified Communications support for about 1,000 users through OpenScape Voice and UC platform.
- Full integration with Microsoft products and advanced UC functions such as Web Collaboration, One Number Service, Presence, Preferred Device, Audio/Video Conference, Mobile Client and Web Collaboration, among others.
- Contact center support at both airports through Unify's CRM solution enhanced with new, highly affordable backup functionalities and Unified Messaging.
- Full project management through Unify's Managed Services organization with four years xSWA, migration, installation, maintenance and dedicated 24/7 site management.

The Benefits

- Facilitates connecting new devices and users. Provides seamless integration with all other applications.
- Brings full IP-based communications technology to both airports making them ready to accommodate large visitor influx for Expo 2015. Conveys highly tech-savvy image of the city, now and for years to come.
- Access to new communications and network services and features from Unify as they become available.
- OpenScape Voice functions extended to internal airport users including shops, airlines and ground support staff for improved communication and collaboration.
- Managed Services with 24/7 support and on-site backup to implement and manage upgrade in shorter timeframe.
- OpenScape Voice and UC to be installed in two separate data centers providing an affordable disaster recover solution.

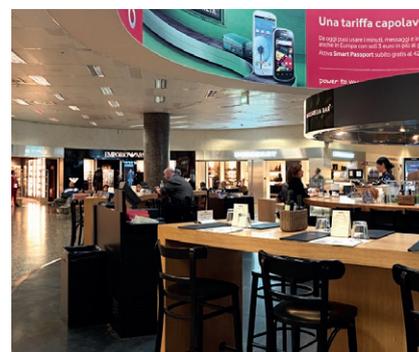# Complete technology refresh at Milan airports

In a more unified and connected world, SEA Group required state-of-the-art communications to better serve airlines, businesses, ramp and maintenance services as well as administrators at its client organizations, Malpensa and Linate Airports.

Expected travelers' increase mandates major change

SEA (Società Esercizi Aeroportuali) Group S.p.A. is the company that manages utility services and systems at two important regional airports near Milan. Malpensa Airport is 48 km from Milan and Linate Airport only 8 km. In addition to all telecommunications and IT, the company distributes and produces electric power and thermal energy for both facilities as well as the external market. It's a fast-growing organization that is successfully managing a challenging and sometimes difficult economic situation in air transport.

This will be compounded in mid-2015 with the opening of Expo 2015, a major event running from 1 May to 31 October. It's considered a 'universal' exposition meaning it's open to visitors, dignitaries, academics and thought-leaders worldwide. Hundreds of thousands (possibly millions) are expected to attend over the six month timeframe. Its theme is 'Feeding the planet; energy for life'.
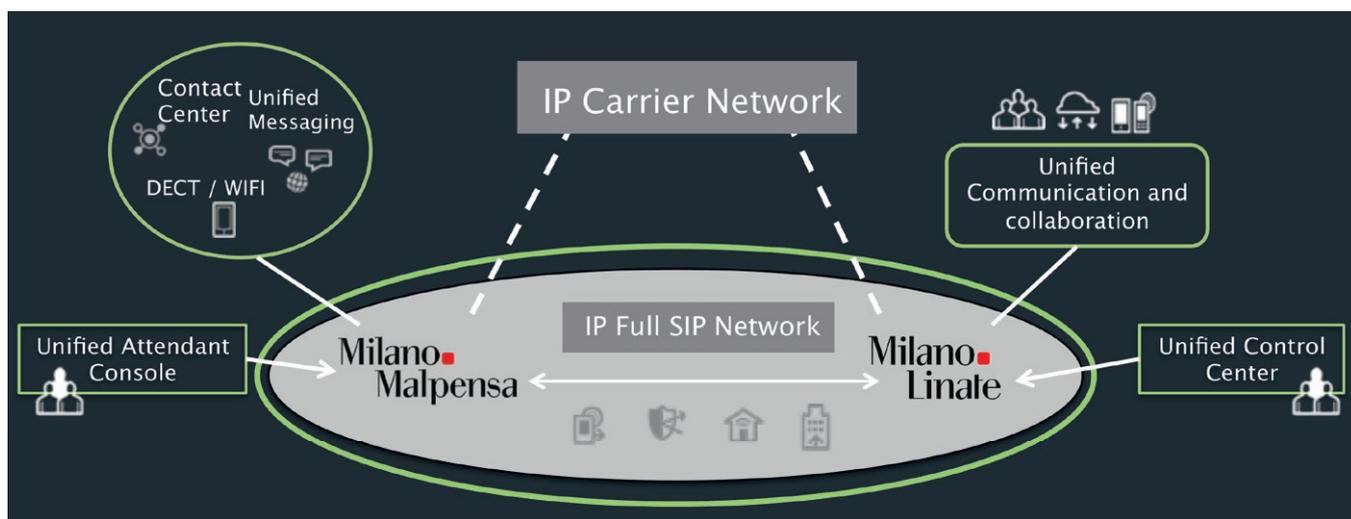
"The impact of Expo 2015 will be great," says Fabio Degli Esposti, Director of ICT for the airport group. "We will have to effectively manage the increased flow of people and goods through Milan's airports, ensuring efficient communications between employees at different locations and all the external users involved in operational processes and business."

"Unify was the company able to fully respond to our requests: international experience, expertise in managing large projects and long-term cooperation with great results."

Fabio Degli Esposti, Director of ICT, SEA Group S.p.A.

In anticipation of this, SEA sought to fully upgrade the legacy ICT network and communications systems serving each airport, including a Managed Services solution over a four-year period, with possible extensions.

Thanks to a previous collaboration where Unify proved itself as a supplier and maintenance provider of the network, Unify had a strong advantage during the selection process thanks to superior technology and this proven experience.

Original technology serving about 6,000 users was becoming outdated and unable to keep pace with ever-changing communications demands. The full ICT network serving both facilities including DECT and WiFi connections, passive voice, contact centers, NOC and related communications systems is among the largest such installations in Italy.

SEA's primary upgrade goals were efficient infrastructure management supporting high quality, high performance services that are constantly updated every five years. The tender included hardware/software solutions that served not only SEA, but other groups at both airports such as airlines and subcontractors. Additionally, applications promoting cost control, improved management and organization activities, flexible and modular technical and marginal solutions and resource optimization were required.

Three-part solution addresses all challenges

The multi-million euro project centers on:

- **Technology refresh** of the old network system. All installed and networked systems will be upgraded to OpenScape 4000 supporting about 6,000 users including DECT and WiFi connections. Contact centers at Malpensa and Linate will be upgraded and integrated with Unify's CRM solution and enhanced with new, highly affordable backup functionalities. Unified messaging will be developed as well.

- **Move towards IP and UC technologies** provided to 1,000 users thanks to the OpenScape Voice and UC platform. It facilitates connecting new devices and users and provides seamless integration with other applications. All current network protocols and full VoIP networks will be customized to improve use and user experience. OpenScape Voice and UC will be installed in two data centers providing an affordable disaster recovery solution. OpenScape Voice will also be available to internal airport users such as shops and airlines.

- **Wide range of services**, including full project management through Unify's Managed Services organization with a four-years software agreement, migration and installation, maintenance and dedicated 24/7 site management guided by strict SLA conditions.

Don't lose your connections: Unify supports you at Milan and Brussels Airports
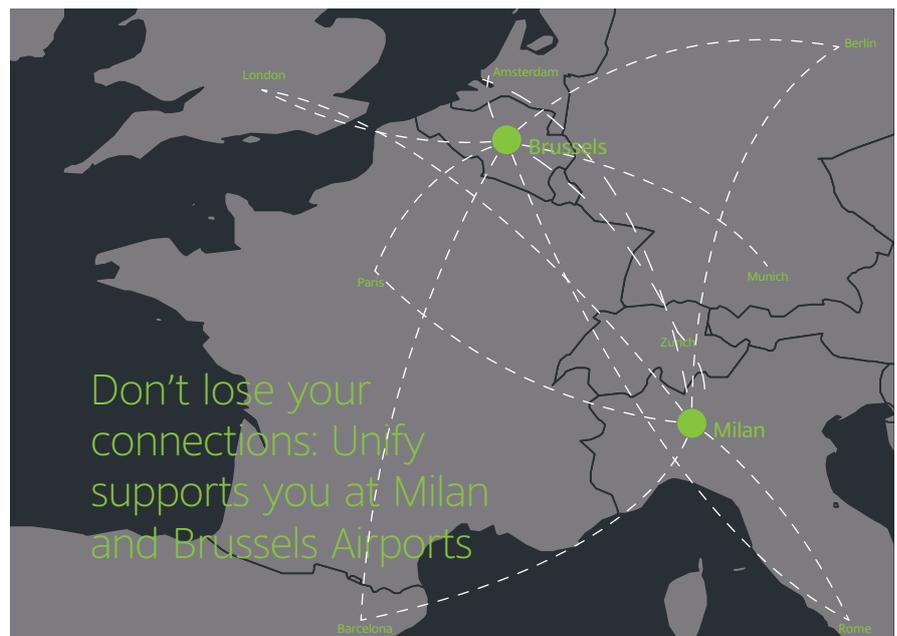
Also includes integration with Microsoft products and advanced UC functions such as Web Collaboration, One Number Service, Presence, Audio/Video Conference and Mobile client, among others.

Meeting SEA's architectural and functional needs
"We were looking for a partner with high-level know-how and strong ICT experience to bring the competitiveness of the Milan airport system to international levels. Unify was the company able to fully respond to our requests: international experience, expertise in managing large projects and long-term cooperation with great results," explains Fabio Degli Esposti.

"The proposal developed into an architectural and functional solution matching our needs. Effective communication and collaboration among employees, as well as with internal and external operators and users of our services, is an absolute necessity for a complex environment like ours. Unify is a reliable partner that enhances and simplifies the work of employees with state-of-the-art solutions and offers a qualified, always timely service department," he concludes.

"Speed and outstanding cooperation between Unify professionals and organizations made SEA consider us as the most comprehensive, tech-savvy and capable supplier. Winning is more than presenting advanced technology. You also have to prove you can quickly and reliably deliver it and have the competency to make it perform."

Marco Rossini, Account Manager, Unify

About Unify

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

Unify products represent a strong heritage of technology innovation, reliability and flexibility. Their award-winning intuitive user experience can be delivered through almost any device and in any combination of cloud or on-premise deployment. Augmented by Atos' secure digital platforms, vertical solutions and transformation services, they set the global standard for a rich and reliable collaboration experience that empowers teams to deliver extraordinary results.

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