



Client

Brussels Airport Company (BAC)

Industry

Transportation

Requirements

High availability (zero downtime for business-critical services of BAC (e.g. CCTV, landing strip runway lights, conveyor system for luggage handling...))

Solution

- 400 High-density 802.11ac Aruba indoor and outdoor APs
- 2 Mobility controllers
- ClearPass Policy Manager
- AirWave Network Management
- HPE Intelligent Management Center (IMC)
- 68 DC Core, Distribution & ToR Switches
- 600 Campus Access Switches

Providing streamlined network access for 24.8 million Brussels Airport visitors

With more than 24 million passengers a year and over 230 connections to cities across the world, Brussels Airport is one of the busiest places in Belgium. The airport is very ambitious as it prepares to accommodate an expected growth in air traffic. They want to provide an outstanding passenger service and redefine the airport experience. An always-on, high available, always connected & secure IT infrastructure is a key condition to realize these ambitions and become the number one choice for customers.

Imagine, you leave home and already receive up-to-date information about transport and parking options to and near the airport, as well as choice to handle your luggage. No need to worry about check-in or security: you enjoy an end-to-end experience that guides you through the airport. You can have a table ready in an airport restaurant and at all times consult updates about your flight. Sounds great, doesn't it? This is how Brussels Airport Company (BAC) describes its vision of the ultimate passenger service.

A reliable and secure IT infrastructure

For this project, Prodata Systems teamed up with Aruba, a best-in-class mobility partner, particularly when it comes to innovation and management capabilities. Among the solutions proposed to Brussels Airport are three Mobility Controllers, more than 1000 APs, 68 HPE switches to form the core network, more than 600 Campus Access Switches and more than 100 industrial switches.. FourClearPass Policy Managers enable secure network access control not only to the wireless but also to the wired network thanks to the NAC feature. AirWave Network

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Management offers granular visibility on the Wi-Fi, while the HPE Intelligent Management Center ensures 24/7 fault and performance monitoring.

Central to this innovation platform is the ability to integrate partners and manage the appropriate network access. With more than 40000 people connecting to the network daily, Aruba ClearPass authenticates devices and gives users different levels of access. The

BAC has chosen Prodata Systems as IT partner to realize that vision. Prodata Systems is responsible for managing 24/7 and continuously optimizing several networks within the airport's premises. Those networks are for example used to manage the information boards that communicate about flights, to support luggage handling and to control the airport's extensive camera network (which has more than 15000 cameras).



Prodata Systems services:

- Full Managed Services contract
- 24/7 support
- 24/7 fault & performance monitoring
- Recurrent health check of the environment
- Recurrent maintenance activities to ensure environment is constantly updated with the new releases
- Skilled & certified staff to ensure operational excellence of the LAN & WLAN environment
- Dedicated Senior & certified Service Manager to coordinate & ensure optimal Service Delivery
- Dedicated Senior & certified Project Manager available on demand to coordinate all transformation projects within BAC

Benefits

- A secure and highly available corporate wired & wireless network, able to support business-critical digital services & innovative solutions
- The network is Always On

airport stresses the importance of GDPR and managing personal information correctly. But at the same time, they need to be as close as possible to passengers in order to provide them the ultimate travel experience.

In addition to the passengers that travel through the airport, the wired and wireless networks are also used by partners, suppliers and companies that operate within the BAC premises. Think of, for example, airline companies, shops, restaurants, etc. Each of these partners also relies on the good functioning of the networks. The wired network is used as a backbone for the Wi-Fi connection, but it is also critical to provide certain IT services such as CCTV.

24/7 operational continuity

Relying on its experience with business-critical networks, Prodata Systems has taken care of the design of the infrastructure and provides a Network Operations Center (NOC). It is also responsible for release management and strict SLA's. No less than seven different departments have been connected with core switch systems, ranging from the luggage department to the connectivity of the shops, the police and customs departments, the camera security systems, the internal communication system, and even the direction of flights and the screens at the departure gates.

As Prodata Systems uses the same software for its service desk as for the airport, it has become an extension for BAC thanks to 24/7 monitoring from its Zaventem office. To ensure that all airport networks continue to function at all times, networks and monitoring systems are deduplicated. There is also a backup server in Luxembourg and even third-party data centers

are used to guarantee operational continuity. By managing the infrastructure, Prodata Systems allows the BAC teams to focus on their own business challenges and on improving the user experience of passengers and partners.

As part of the COVID-19 safety measures, Prodata Systems also contributed to a system (Passenger Flow) where software sends an alarm if too many people are moving to the

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same location. The system can track this activity through the Bluetooth function on the passengers' mobile phones.

First passenger services

The network was implemented in the beginning of 2017, and one year later the authentication of passengers was fully complete. In the meantime, the airport already started collecting helpful digital data to roll out the first passenger services. They even launched a new business unit, called Digital, that is responsible for exploring IoT, with a view to examining, testing and implementing new services.

With this set of critical & non-critical networks, Prodata Systems has installed a platform that is a solid and reliable backbone, on which Brussels Airport can build and manage a whole range of new, IoT-based operational improvements and services.



For more info visit our customer cases on www.prodata-systems.be/cases