



FULLY INTEGRATED IT MAKES AIR TRAVEL AND CITYWIDE CONNECTIONS HASSLE-FREE

AIRPORT AUTHORITY HONG KONG

/// CASE STUDY



When overcrowding led this growing hub to build a larger passenger terminal, the IT expertise of EDS, an HP company, helped transform the overstretched airport into an overachieving one, winning awards for design, planning and passengers' preferred airport worldwide. EDS' automated flight information display and resource allocation solutions have been critical to this success.

CLIENT PROFILE

www.hongkongairport.com

Airport Authority Hong Kong was established in 1995 to operate and maintain Hong Kong International Airport, with an emphasis on enhancing Hong Kong's status as a major centre of international and regional aviation.

Established: 1995

Industry: Transportation

Business Need Addressed:
Productivity

Integrated with the airport's operational database and baggage system, as well as other airport systems, the FIDS helped take the airport from overstretched to award-winning.

Superhub wanted next-generation flight information display system

Experiencing unprecedented prosperity and growth in the 1990s, Hong Kong International Airport (HKIA) has emerged as a regional aviation hub for the flow of people, cargo, capital and trade. To meet the demands of growth, however, the Airport Authority enlisted EDS' help in one of the world's most complex and large-scale airport infrastructure overhauls in history. The thrust: Vastly expand the small island on which the airport was built and build a new airport with a passenger terminal nine times larger than the original. But size wasn't the only goal. The Airport Authority also wanted a next-generation airport featuring advanced technologies powered by an IT partner with proven expertise in the airport arena.

So EDS delivered its best-of-breed Flight Information Display System (FIDS), along with Jeppesen's resource allocation system, TMS. Today, TMS allows optimal allocation of planes to available gates and stands. Within seconds, that data is automatically reflected in FIDS on over 1,200 monitors throughout the passenger terminal in both English and Chinese. Integrated with the airport's operational database and baggage system, as well as other airport systems, the FIDS helped take the airport from overstretched to award-winning. However, to ensure its competitive position, the airport wanted to go even further, calling on EDS to enhance and upgrade the solution and take it to the next level.

EDS upgraded FIDS to support cutting-edge visual technology standards

Ensuring wider scope and higher standards of services, HKIA has awarded EDS a detailed performance-based contract, the agreement includes local support, software maintenance and enhancement services while promising greater value for the Airport Authority's IT investment.

EDS' FLIGHT PLAN FOR SUCCESS

FIDS operates on a two-tiered client/server architecture with the middle tier providing sub-second updates to all 1,200 displays using a push mechanism. FIDS interfaces with the Airport Operational Database and Baggage Handling Systems via the airport wide LAN. The solution is supported by two HP servers acting as Hosts running on an Oracle database. There are also another 70 HP Display servers. Due to the bandwidth required for distributing flight and multimedia data to 1,200 displays simultaneously, the FIDS has its own dedicated network of routers, switches and hubs to cover the entire airport. Each display device is IP addressable.

Services featured

- Applications Development Services
- Integration and SOA Services
- Transportation Applications

Since the original implementation, the EDS team has been continuously upgrading the FIDS to support HKIA's IT roadmap and system evolution to implement today's cutting-edge information technology standards. What's more, EDS is committed to implementing new capabilities and features that will help the airport improve passenger and cargo flow, as well as terminal services throughout the airport.

Because the passenger experience is central to the airport's growth and success, EDS provided critical IT support in the expansion of the airport's Terminal 2

Airport equipped to better manage traffic flow and baggage collection

Today, the airport's primary information system is centralized, integrating critical data from its operating database, stand, gate and desk allocation systems and baggage management system - all in real time. As a result, the Airport Authority has been able to better manage traffic flow, maximize airport resources and ensure rapid transmission of critical data.

Meticulous planning and fully integrated IT make passenger arrival and departure procedures, baggage collection and citywide connections hassle-free. The airport can now allocate resources strategically so that flights depart and arrive on time. That means passengers endure fewer delays on the runway because of long lines for takeoff or unavailable gates.

The Airport Authority hit several record highs in productivity in 2006. Passenger traffic reached 44.4 million in 2006 while cargo throughput for 2006 was 3.6 million tonnes. As a result, aircraft takeoffs and landings climbed to a record 280,000 movements - all of which were scrupulously monitored and coordinated by the airport's FIDS and TMS solutions aided by EDS's IT support.

Now one of the world's most advanced airports, HKIA has won awards for design and planning while passengers rated it the world's best airport for the sixth time in seven years in Skytrax's annual survey in 2007. Retaining this reputation means the Airport Authority has to continually enhance passenger, cargo and aircraft facilities - as well as IT. With EDS, one of HKIA's key IT vendors, supporting the airport with leading-edge applications and technologies, it is well-prepared to continue its success.

EDS, an HP company
5400 Legacy Drive
Plano, Texas 75024

phone: 1 800 566 9337
visit: eds.com
e-mail: info@eds.com



ORACLE