Flight Information Display Screens

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What is it?

Flight Information Display Screens (FIDS) provide real-time arrival or departure flight information through standard display units.

FIDS give passengers a single, reliable source of flight information in an easy-to-understand format. They help improve passengers experience and ensure they arrive at the correct place at the correct time.

What do we offer?

FIDS run over Heathrow's proven Cisco 3-layer hierarchical network, with significant separacy and diversity, providing the highest levels of resilience and availability. The service is a downstream passenger information service for departures and arrivals which utilises data from an IDAHO Airport Operational Database (AODB) and formats it for delivery on public displays. FIDS control and format arrival and departure information dependent on the customer's requirements. Customisation can also include airline and retail logos.

How much does it cost?

FIDS		
Screen size	Installation charge	Monthly
32"	£2000	£200
40"	£2400	£200
46"	£2600	£200
55"	£3100	£200

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What are our SLAs?

Service hours			
Service	Service hours	Service days	Critical business periods
Support	24 hours	Mon - Sun	24x7x365
Service requests	08.30 - 16.30	Mon - Fri	N/A

	Targets		
	Down for all	Down for some	Down for one
Restoration	4 hours	4 hours	8 hours

What technical information do I need to know?

Centrally managed data distribution system

- NEC supplied FID screens with built in integrated PC
- 32, 40, 46 & 55 inch displays provided by Heathrow

Why us?

- Fully resilient service, leveraging Heathrow's own Cisco network infrastructure to deliver high availability
- Versatile solution allowing different type of usage – from retail units to airline lounges
- Customisable interface, which the ability to assign logo's and messages to specific FIDS
- Straightforward bundled pricing model, with no hidden costs
- On-site technical team provides 24x7x365 support for the solution, end-to-end

For further information please contact your account manager or visit **www.heathrow.com/telecoms**

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