

UNITED AIRLINES



Case Study

OVERVIEW:

United have a fully staffed on-site IT support team at Heathrow Airport, catering for everything from IT operations support, to telephony support. Historically, United have managed their own IT infrastructure end-to-end, operating over a flat Heathrow network.

QUICK FACTS:

- In 2013, United approached Heathrow regarding utilisation of the HAL IP Telephony system
- United and HAL jointly deployed 250 phones across 2 terminals, in over 10 locations
- In late 2013, United decided it would outsource its network services to HAL as part of the migration to Terminal 2

BUSINESS NEEDS:

- Simplify and centralise support of the telephony system
- Migration to new Terminal 2 requiring Network Services
- Cost effective solution that was both resilient and robust

THE CASE:

In 2013, United approached Heathrow regarding utilisation of the HAL IP Telephony system. The move was made to simplify and centralise support of the telephony system. All the while making the most of the best-in-class Cisco IP Telephony service that HAL provides, coupled with its highly resilient infrastructure and service model.

THE DEPLOYMENT:

In summer of 2013 United and HAL jointly deployed 250 phones across two terminals, in over 10 locations. The operations required installation of cabinets, switches and cabling infrastructure and the result was a successfully installed United Airlines HAL IP Telephony solution. Now United Airlines were fully equipped with new handsets, and a system that was fully synchronous across the airport estate. The deployment was a joint effort, with United's HAL on-site operations engineer overseeing the roll-out in conjunction with HAL's IPT experts.

Following the success of United's telephony migration project, it was then decided in late 2013 that United would also outsource its network services to HAL as part of the migration to Terminal 2.

Heathrow

 **SITA**
Commercial Telecoms

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United Airlines

The decision to move onto the Managed LAN was a natural progression, as the infrastructure that underpins both IP Telephony and Network services is identical. With a considerable amount of the infrastructure already deployed and in place as a result of the Telephony project, it made sense for United Airlines to move onto the Managed LAN.

In the pre-existing locations, roll-out of the Managed LAN involved designing a “United Virtual Network” on the HAL infrastructure; and in Terminal 2, United have worked with HAL to ensure their needs have been met regarding current and future user requirements.

As of February 2014, the first phase of United’s HAL Managed LAN solution has been installed across three locations HAL wide, and by June 4th (Terminal 2 first flight) the solution will be deployed to a total of 250 end devices, which will likely rise further.

THE BUSINESS & TECHNOLOGY DRIVERS:

Moving from a flat network to a virtual network has several benefits in its own right. This includes segregation of the network into VLANs to mitigate against any outages across the entire network. United have structured their HAL Managed LAN in such a way that if an issue occurs on one part of the network, it is unlikely to cause disruption elsewhere.

By moving onto the Cisco virtual network model over the HAL infrastructure, it also means United’s HAL network is future proofed. If United expands into any new accommodation or decides to exit their current accommodation the expansion or deconstruction of a VLAN from a location is a very low-risk and efficient task to complete. Requiring only logical (with no physical) change to the network.

COMMON INFRASTRUCTURE:

The concept of common infrastructure has been developed at Heathrow over a number of years. It is enabled by technology convergence and driven by common requirements with the aim of reducing costs, minimising complexities and maximising flexibility. United have taken advantage of HAL’s investment in the Common Infrastructure, by leveraging the infrastructure that HAL has already put in place.

As the majority of network components already exist for United to utilize on their Managed LAN, provisioning new data ports across the campus allows for a relatively quick turnaround. With a call to the service desk we are able to facilitate a new user on the United HAL Managed LAN.

As a rapidly changing organization, United are using the migration to the Managed LAN as a way of de-risking the move from terminal to terminal.

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As the Managed LAN is as much a logical network as it is a physical network, testing for Terminal 2 can be done cross-campus without the need to actually move all the equipment into the new terminal.

COST BENEFITS:

By leveraging the investment HAL has already made in network infrastructure, there is no upfront hardware costs associated with this type of network roll out. Switches, cabling, resilience and testing all contribute considerably when creating new networks or extension of an existing network. In addition to using the Managed LAN to de-risk the migration to T2, creating cost efficiencies was a key strategic advantage of moving to the HAL Managed LAN.

Without the large up front Capex costs, the anticipated infrastructure cost saving over 3 years for an organization of United's size is in the region of \$450,000.

WORKING IN PARTNERSHIP

The migration from United's flat network to the HAL Managed LAN was very much a joint partnership. United have been involved in the process from the beginning, and have led the project management aspect of the network move; setting the strategy for the migration, all the way through to being the responsible party for the final testing and sign-off.

By taking this approach, HALs network experts have been able to move forward efficiently with the design and implementation of the network, focusing solely on providing United with the best-in-class network they requested.

This joint approach has been particularly successful in ensuring United's requirements for the future have been captured and planned effectively.