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Thank you for 2016

As we approach the end of the year and rejoice in the festive spirit that arrive with Christmas, we'd like to take this as an opportunity to say thank you to our valued customers. All of us at Heathrow Commercial Telecoms are grateful to be continuously serving you and meeting your IT and telecoms needs.

Looking ahead to 2017

The New Year brings new expectations. We're aiming to help you run your business even more efficiently with our new technology solutions and comprehensive services. In 2017 our professional relationship will be strengthened further to provide more mutual benefits.

To start off the new year, we have a special offer for a free trial of Digital Mobile Radio (DMR); details of which can be found within the DMR article of this newsletter.

We wish you and your family a Merry Christmas and a very Happy New Year!

Season's greetings,

The Heathrow Commercial Telecoms Team

PS: We don't want you to run out of juice. As promised in our September issue, we've picked a handful of readers who will receive our branded Power Twist smart device chargers. So keep reading!

In this issue

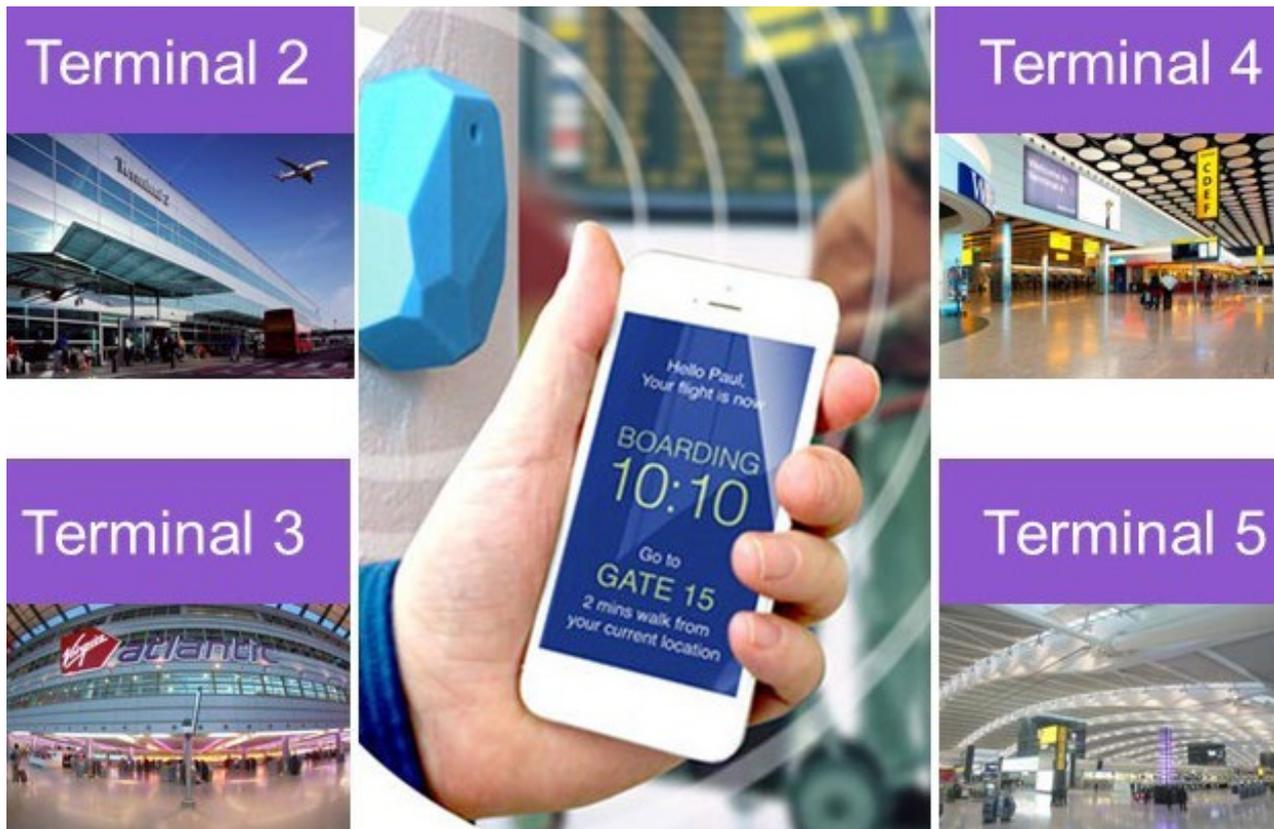
Goodbye 2016 – A glimpse back at our laurels	2
OmniServ embraced Beacons to create efficiency	3
The Connected Traveler is everywhere!	4
We lent a hand to Philippines Airlines to take wing from T3	4
Everyday escapes in T4 at The Commission	5
Delight in the newest Club Aspire lounge at T3	5
Turkish Airlines tunes in to Digital Mobile Radio (DMR)	6
Bradley Smith Hair Express at T5 arrival	6
A visit to the chamber of magical spoils	7
Increase in uptake of A-CDM Kiosk-PC	7
ClearPass availability update	8
Common Beacons infrastructure	8



Goodbye 2016 – A glimpse back at our laurels

As we say goodbye to this year, here are a few achievements we couldn't miss sharing:

- Customer Satisfaction up - An uplift to 3.7 out of 5 from 3.5 in 2016 to our Customer Satisfaction rating. Thank you!
- New service invoicing upgrade - We upgraded the process for invoicing new services by including locations and "Unique Service" Identifiers.
- New-look portal - A fresh new look to our Commercial Telecoms customer portal with a more responsive layout and access across all smart devices.
- WAMD roll-out - We introduced Wide-Area Mobile Data (WAMD), a dedicated 4G campus solution that allows extension of your Heathrow provided network across the airfield.
- SkyTV added - SkyTV channels have been added to our IPTV service, which previously only had Freeview.
- Broadband Virtual now available - Availability of Broadband Virtual, a fully managed broadband solution eliminating the need for you to install and service physical routers and firewalls.
- Better DMR - An enhanced Digital Mobile Radio (DMR) solution providing coverage across the Heathrow campus with the ability to make telephone calls using the same handset.
- Wireless coverage improvements - Significantly improved the wireless coverage across all of Heathrow's terminals.
- A P1 incident-free year - Operated a full 12-month period without a single major P1 incident being raised.



OmniServ embraced Beacons to create efficiency

OmniServ's employee App is a real-time monitoring and tracking tool to streamline working procedures.

Airports and airlines worldwide are looking to Beacons to deliver a better passenger experience and provide a 'connected journey' across the airport. Over the last year, Heathrow has conducted trials with Beacons for several use cases:

- Use of Beacons for wayfinding to transfer/connect passengers.
- Use of Beacons to support applications that can make use of location proximity.

In the latter use case, we are happy to report that OminServ has gone live on an application that their staff use to assist

Passengers with Reduced Mobility (PRM). This project has made use of the first 300 production Beacons installed at Heathrow. These Beacons are also the first in the world to fit in with the IATA Beacons standards.

OmniServ staff get an automatic download of a passenger manifest when they arrive at a gate to pick up a passenger. The app then tracks and updates their system when the passenger is dropped off with no staff intervention required.

Read more about Airports Council International (ACI) beacon standards [here](#).



The Connected Traveler is everywhere!

Let's take a glance at the infographics from SITA Insights 360 report, *The Future Is Personal*.

The ubiquity of mobile technology has already spurred airlines and airports to invest in mobile products to help air travelers on their journey. But are passengers, airlines and airports aligned?

Read more about passenger IT trends [here](#).



We lent a hand to Philippines Airlines to take wing from T3

Daily non-stop, London-Manila-London flights have moved from T4 to T3.

PAL have been looking to provide a better transfer experience for their passengers. They chose to move their location from T4 to T3, giving their passengers access to the new Club Aspire lounge.

During the overnight change over, our dedicated account manager acted as a single point of contact to replicate the operational requirements and leave no room for failure. With Commercial Telecoms (CT) overseeing the switch

over of their IP Telephony, Broadband services and Airport Hub (APH) delivery, PAL faced no interruption in their 24/7 customer service and business operations.

Raashid Qureshi, Station Manager Airport Operations, PAL said, "To have our Commercial Telecoms Account Manager at hand during our move gave us the extra assurance that we had the best support at this critical time".



Everyday escapes in T4 at The Commission

The first Drake and Morgan bar and restaurant with a range of hand-picked solutions from us.

Passengers sharing the same passion for adventure as Sir Francis Drake and Captain Henry Morgan can start their travels off on a high at The Commission, the new bar and restaurant by Drake & Morgan located at Heathrow's T4 airside.

The Commission remains open from the first flight to the last flight. This requires a highly robust telecoms infrastructure that is supported on site 24/7, 365 days a year. The restaurant and bar chain's selection of Commercial Telecoms' (CT) solutions included Flight information displays (FIDs), WLAN, IPTV, Broadband. The Commission, another business at Heathrow chose CT due to the support and access to top services.

Delight in the Newest Club Aspire Lounge at T3

The new Swissport lounge opened in October 2016 and was kitted out by us.

Whether for business or leisure, Swissport do not hold back when making passengers feel pampered. Background operations are kept smooth with a fully-managed broadband, MLAN & WLAN solutions, IPTV, IP Telephony and FIDS from Commercial Telecoms. While a complimentary food and drink menu, award-winning Bliss-Spa and dedicated business and rest zones deliver a truly luxurious experience.

Club Aspire is the second lounge to be launched in a joint venture partnership between Airport Lounge Development (ALD), a subsidiary of Collinson Group and Swissport, two of the most experienced global companies operating airport lounges today. Club Aspire builds on the success of 'Aspire, the Lounge and Spa at LHR T5', opened by this joint venture partnership at Heathrow Terminal 5 in 2015.





Turkish Airlines tunes in to Digital Mobile Radio (DMR)

Helping airlines staff at all locations with the advanced technology of DMR handhelds.

Based in T2 with other Star Alliance partners, Turkish Airlines is Turkey's national flag carrier. The airline flies to 44 domestic and 219 international destinations in 115 countries.

Keeping their staff connected across Heathrow is paramount to their operations. As such, the airline has recently taken up the DMR solution from Commercial Telecoms. Due to the superior voice quality and coverage the solution offers, Turkish Airlines have chosen it for their staff at landside, airside and ticket desk. DMR handhelds also have the functionality to make and receive calls from

the Heathrow Airport Limited (HAL) Telephone network and come with smart features such as data messaging, job ticketing and location awareness, as well as being able to make calls to individual radios or groups.

Radiocomms, our DMR partner is offering you a free 7-day trial. In order to avail this offer you need to put your requests in by the 28th of February 2017.

Please email heathrow@sit.aero or Radiocomms on HALDMR@Radiocomms.co.uk for more information and to book your trial.

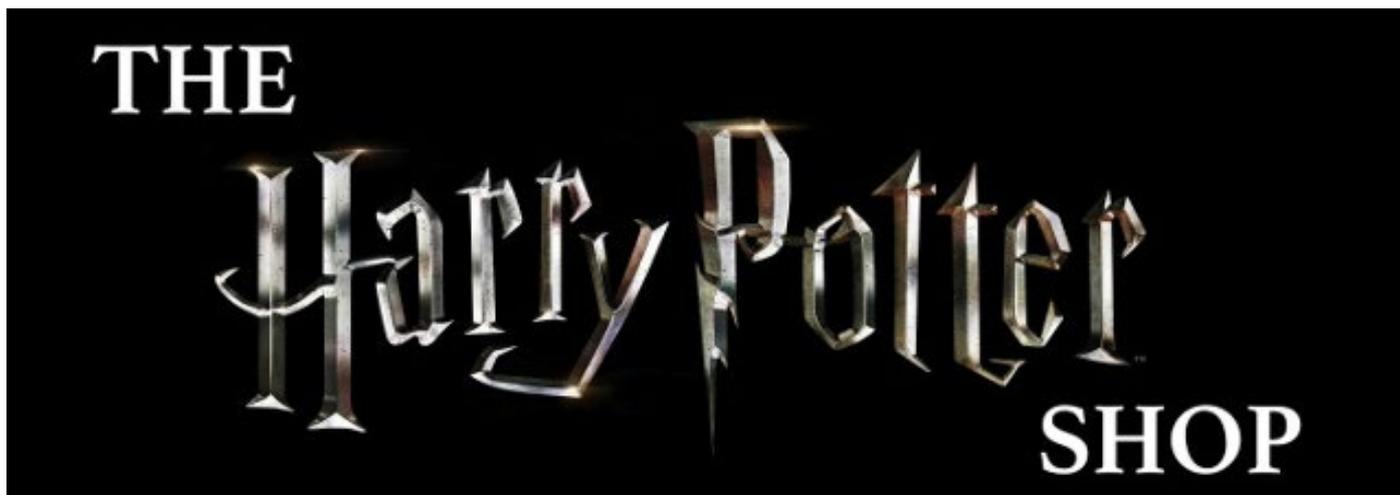
Bradley Smith Hair Express at T5 arrival

Luxury services from celebrity hairdresser Bradley Smith.

A common name among many celebrities, the Bradley Smith salon has been located within London Heathrow's Sofitel Hotel and Strawberry Hill, Twickenham for several years.

Thanks to Commercial Telecoms (CT), the salon can meet with demand for fast and easy payments. CT is the enabler for businesses of all sizes at Heathrow to create an outstanding experience for passengers. The Bradley Smith Hair Express Bar, based in Terminal 5 arrivals, offers men's cuts, blow-dries, manicures, threading and massage services. Whether the visit is to smarten up before a business meeting or just a little indulgence, everyone is a winner with express services and fast payments.





A visit to the chamber of magical spoils

Wizardry supplies at the Harry Potter pop up store in T5.

When the new store approached us to install their Broadband and IP Telephony, Commercial Telecoms (CT) had first-hand experience in the chamber of secrets. The installation went live ready to start trading during the demanding period leading up to Christmas. Another on time handover achieved by CT on the requested date.

Located in T5 airside THE HARRY POTTER™ SHOP sells items from across J.K. Rowling's Wizarding World including collectibles, apparel, accessories, gifts, novelties and souvenirs from Platform 9 ¾ at King's Cross Station, merchandise from the West End hit play 'Harry Potter and The Cursed Child Parts One and Two', and products from the film Fantastic Beasts and Where to Find Them.



Increase in uptake of A-CDM Kiosk-PC

Easy access to A-CDM application via a standard Heathrow built PC.

Several airlines have taken advantage of our October offer to waive installation costs.

The Airport -Collaborative Decision Making (A-CDM) Kiosk-PC is internet enabled to access the A-CDM application only. Views can be customized depending on customer requirements.

Refer to our portal for user guide and the full list of customized views [here](#).



ClearPass availability update

The ClearPass infrastructure has been installed and is ready for use. We will soon make requests available!

ClearPass is an extension of our airport-wide Wireless LAN solution for all airport stakeholders. It offers two new capabilities:

- Ability to roam across the airport, automatically connecting your staff to a common SSID and authenticating them against your network and allowing them access to your corporate systems wherever there is coverage at Heathrow.
- Ability to provide customised splash page hosting for customers who want to present a specific set of web pages to passengers or end users. This brings opportunities for branding, presentation of terms and conditions and advertising before users can access the intended service.

ClearPass will be available from Q1 2017.

Common Beacons infrastructure

Let Beacons host your push content, mapping services and more

Beacons will become part of Commercial Telecoms (CT) product line in 2017! Plans are already underway for the build of the Common Beacons infrastructure at Heathrow. Approximately 1000 beacons are to be deployed across the Heathrow estate for commercial and operational use. The survey and design work is aimed for completion in 2016, with deployment and transition commencing early 2017.

Contact your CT Account Manager or email heathrow@sita.aero for more information.

