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Welcome to our September news

We hope you like the new name of our e-newsletter. Since our spring edition, we've had an eventful time around the world and also here at Commercial Telecoms (CT). The Rio Olympics heated the scene with record breaking performances by Team GB! Portugal drove the winning goal home at the Euro 2016. Murray bagged the Wimbledon 2016 cup and Chris Froome the yellow jersey at the Tour de France. Highlights from us include our CSAT survey rating and prize draw winner, ClearPass launch, how Japan Airlines are keeping staff and customers beaming and Beacons are enhancing passenger experience for Omniserv. And most importantly, how you can benefit from the A-CDM PC when the Ultra SIS service is switched off on the 14th of September 2016.

To celebrate the new look of our e-newsletter, we are giving away few surprises.

So keep reading.

With best wishes,

The Team at Heathrow Commercial Telecoms.

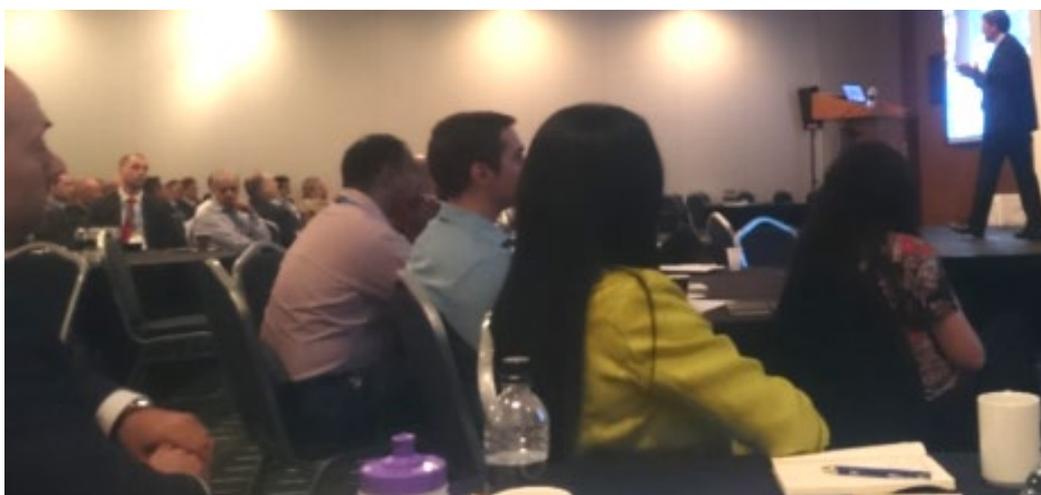
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End of life - Ultra-SIS (Staff Information System)

The Ultra-SIS system has reached its natural End of Life and will be switched off on the 14th of September 2016. You should already have access to the A-CDM solution, which is now accessible via the internet using a URL. If you need a PC to access this service Commercial Telecoms now offer an airport managed PC to connect to the A-CDM application. The A-CDM PC is provided with the correct version of Windows and browser installed for the service to be fully functional on a Heathrow provided network port. This takes away the effort of having to set up a dedicated PC by your corporate IT department. Please contact heathrow@sita.aero if you would like to request a PC.



We thank you for your interest and presence at the event

Do not miss the presentations from Commercial Telecom's Innovation 2016.

[Read more](#)



Our customer satisfaction rating rose from 3.5 to 3.7

Everyone is a winner!

Your comments and suggestions help us to do better in what we are already good at and improve at what we are not.

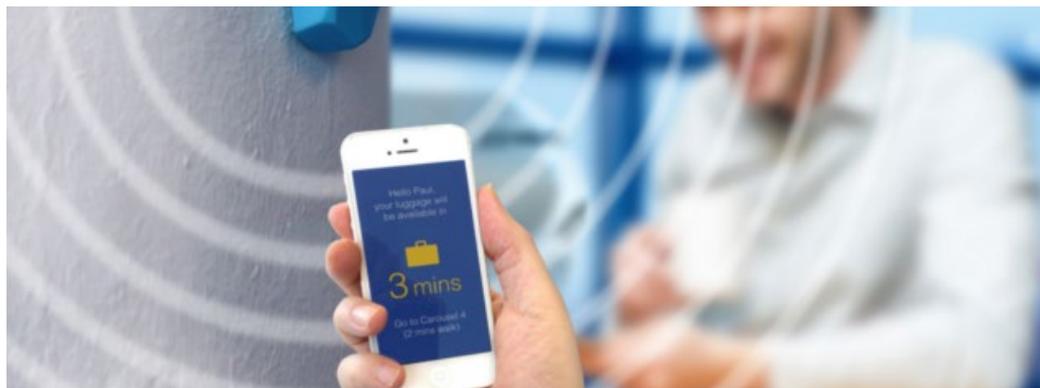
This year you have rated us at 3.7, an uplift from the previous years. We continue to endeavour to raise the bar further; having satisfied customers gives us the mojo to keep up and excel at the services we provide.



Japan Airlines reduces cost with IPT

It was a privilege for Heathrow Commercial Telecoms to work in partnership to upgrade the telephony system.

[Read the case study](#)



Omniserv improves service with Beacons

Model customer service with the help of beacons!

Omniserv provide key services for passengers with reduced mobility. This involves facilitating special assistance throughout the airport and also offering a safe, smooth and efficient customer experience during their transfers within terminals. Beacons integrated with the Omniserv app are now assisting in streamlining the passenger pick-up and drop off process by allowing full traceability of passengers and locations. With the real-time information of the passenger whereabouts, the workforce has been able to manage transfer and reporting time. As a result of the enhanced manageability and reporting offered by Beacons, a consistent high level of service is delivered.

Talk to us about how you can ave your customers with beacons.

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Soon you can take advantage of Wi-Fi Roaming across Heathrow

ClearPass, a policy/guest management platform, integrated with the current Heathrow WLAN network lets you create and enforce policies that extend across your corporate network to devices and applications. Moreover, you can also provision splash page based guest services. Guests can simply connect to your Wi-Fi service via your portal page and with a few clicks have authorised access. The support of single SSID and multiple end points provides resiliency to the solution and increases availability of connections.

You can discuss how ClearPass can help you with your Commercial Telecoms Account Manager.



Radio calls are back in vogue

May it be superb craftsmanship in food or accessories, the savvy ones are keeping their operations sleek and delectable. Burberry and Wagamama are reaping the benefit of the enhanced DMR Tier 3 radio system. The discreet and lightweight devices keep staff and customers happy with the speed and efficiency of service.

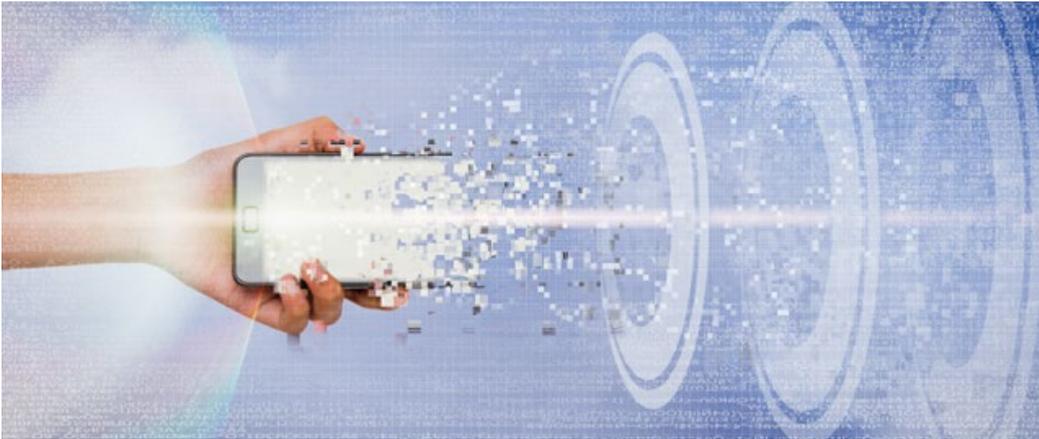
Speak to your Heathrow Commercial Telecoms Account Manager to find out how we can help you catch up on the trend.



The customer is the King

With the opening of King David Lounge in T4, El Al's customers have the choice for a small treat or full indulgence in the luxurious ambience. Commercial Telecoms had the pleasure to provide the telephony, broadband and Wi-Fi services to ensure El Al kept up with the hospitality their customers deserve.

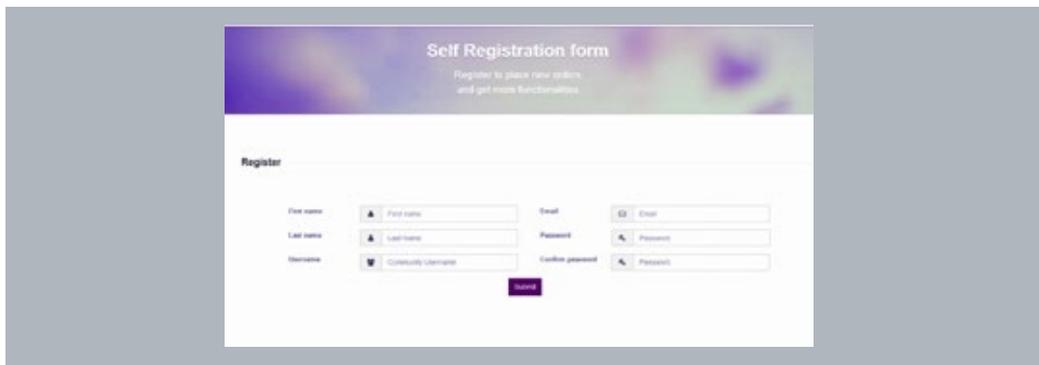
Ask us how we are working behind the scenes to create 'the lounge of the future'.



Rogues, truly so

Rogue Access Points (APs) are one of the most common threats to wireless service and security. Proper installation of APs means they are authenticated and encrypted, thus avoiding loss and degradation of service. Any device that connects to a rogue AP is considered a rogue connection because it is bypassing the authorized security procedures. Our customers are most often unaware that they are suffering from poor connections due to the Wi-Fi being turned on by default on their routers.

Commercial Telecoms Account Managers have been engaging with customers to locate unauthorised APs with live tracking by Airwave monitoring platform. Customers are given assistance to disable the inferring devices and replace them with Heathrow Wi-Fi services.



Coming soon...

It's quick and secure. You will no longer need to email us to register to the portal. The site is designed to support self-registration and a 'My Profile' menu for you to keep your details current. This secure login area will also open up opportunities to create or join forums, ask questions to the community of users and post suggestions. You can also get a sneak peek at what we have been up to behind the scenes with the CT Annual report.