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Welcome to helloHeathrow June 2017!

As we approach the end of the half year, let's take a few moments to reflect on the first six months of 2017.

Our annual Commercial Telecoms innovation event in May gave us the opportunity to meet you and talk to you about what's new, while looking back at what we have delivered in our products and solutions, service delivery and marketing. We put a lot of consideration and hard work into making the event interesting and informative for you and we thank you for the constructive and positive feedback we received.

It really makes us feel rewarded and gives us the motivation to make the next event even better – thank you.

We completed our annual Customer Satisfaction Survey (CSAT) in May and launched the new End of Job (EOJ) surveys in January so we can get first-hand feedback from you.

The surveys are important for us and we hope you continue to provide us with your timely response. Telling us about your experience allows us to plan appropriate steps to keep doing what we do best and improve where required.

Read on to uncover some of the Commercial Telecoms (CT) highlights over the last few months.

Kind regards,

The Heathrow Commercial Telecoms Team.

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Connect. Move. Manage. 2017 Innovation Event 9 May 2017

We thank you for your interest and presence at the event. Please watch the presentations made on the day.

CT has taken a holistic approach to keep everyone working in Heathrow seamlessly connected. As businesses across the Heathrow estate look to introduce more automation and add smart devices to support their needs, we are enabling more capability into our solutions so you can keep your staff mobile and their devices secure.



CSAT 2017 places us at our highest rating of 3.8/5

We absolutely value your feedback. Please keep sending back the EOJ CSATs to enter into our monthly prize draw.

In 2016, you rated us at 3.7, since then we listened to your feedback and made changes to the way we deliver Minor Works following the transition to SITA. The CT sales and delivery teams have worked closely together behind the

scenes to make the transition as smooth as possible. We are determined to provide you the best experience. It has been our pleasure to see our efforts recognised with the improved rating which is still on the upward trend.



Airlines harvesting on new technologies

Our Wi-Fi on the Move (OTM) and Broadband solutions are indicators of how technology can significantly improve business efficiency at the airport.

Highlights from our Airline customers

Cathay Pacific opened their new ticket desk at T3. For access to corporate functions and to the internet, they chose the 5MB Premium Broadband from CT for improved speed and access to the account team. Another example of an airline going for the Heathrow Commercial Telecoms Broadband solution.

United Airlines (UA) took up our new Wi-Fi On The Move (OTM) solution, which will provide better coverage on the cargo and passenger baggage loading side of their aircrafts across 18 stands at Terminal 2B. UA baggage handlers will be able to use Wi-Fi hand-held scanners at the loading points of the aircraft to provide efficient cargo and passenger luggage loading.

Property and Food and Beverage (F&B) bringing the 'wow' factor at Heathrow

CT services are required due to the need for seamless and on-demand connectivity to information and data.

The successful Regus's 'Workspace on the move' initiative has resulted in the opening of a second office at Heathrow, this time in Terminal 2, which opened earlier this month. To provide the best in class business service, Regus opted for FIDs, IPTV and Wi-Fi from CT which were delivered as per the specifications and deadline.

Casual Dining Group decided to move to the Heathrow network with a 5MB Broadband solution, 27 LAN ports for their Point of Sale (PoS – PDQs), tills, printers, IP Telephony and Wi-Fi.

The operators of some of the UK's favourite restaurant brands run the Five Tuns Pub in T5 and Three Bells in T3. Also run by the group is Oriel French restaurant and Bar in T3 and T4 where they also chose to take CT IPTV solution with Sky and Wi-Fi.



HMSHost, part of Autogrill Group, the world's leading provider of food and beverage for people on the move have opened Ca'puccino Coffee House and Kitchen in T2 with CT MLAN, Wi-Fi and IP Telephony solutions. The Gorgeous Kitchen and Leon restaurant are also owned by the group and are already on the CT network.

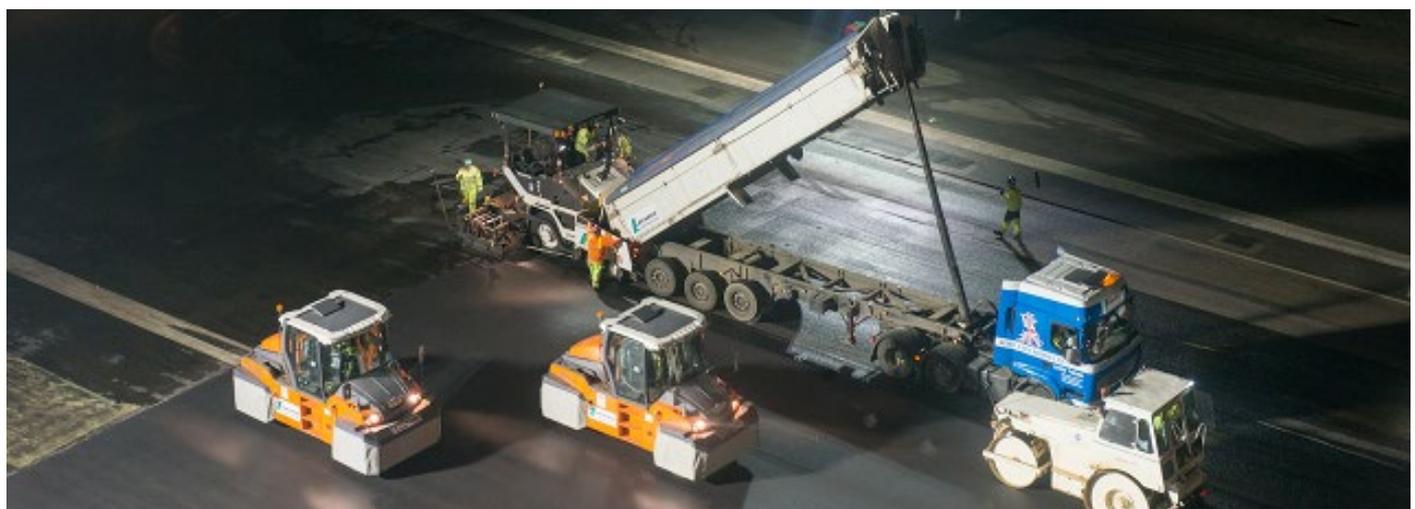
Luxury Retailers on the up and up!

Shoppers are well looked after at stores and pop up boutiques, with CT services.

Owing to the continued and mutual commitment between Harrods and Heathrow Commercial Telecoms, Harrod's have now entered into a long-term contract with us. Our long standing customer have been using the services we provide such as Co-location, Managed LAN, and IPsec on Virtual Broadband. At Heathrow, the Harrods' IT infrastructure mirrors that of their flagship Knightsbridge store, and as such the CT account and design teams have been trusted by Harrods since the onset to deliver a consistently good IT service.

At the new pop up unit in Terminal 2, Burberry have extended their existing CT provided Managed LAN from their T2 store, with the addition of Wi-Fi for uninterrupted connectivity.

CT provided Rolex's new island unit in T2 with IP Telephony and Wi-Fi solution. Yet another luxury retailer opting for our services.



Support Services staying at the top of the game

ACDM Data feed sees rise in demand from services operating at Heathrow.

ICM Airport Technics, a leader in the provisioning of automated baggage handling systems deployed CT's Wi-Fi On The Move solution to monitor their self bag drop units in T5. ICM have found the solution just fit for purpose as it allows remote system connectivity.

Menzies Aviation and Eurocontrol have connected to our ACDM Data Feed to receive active flight data for aircrafts landing and taking off at Heathrow.

Menzies offer landside and airside services at Heathrow from transportation to baggage handling. The live data feed helps them pre-empt changes to their operational schedule, should the need arise.

Eurocontrol help run safe, efficient and environmentally friendly air traffic operations throughout the European region, making the service a must have for them.

CT Product and Solutions update

Our product and marketing team are constantly looking to bring new solutions for you.

Co-location – Our co-location offering is available to all businesses in the Heathrow Estate. You can rent secure space for your network devices freeing up valuable floor space at your demise. Use of the co-lo rackspace also help you make your contribution to the environment by sharing power, heating and cooling which are also inclusive in the rent you pay. More info [here](#).

Transfer bus Wi-Fi trial – We have started a Wi-Fi trial with Europcar, car rental at Heathrow. The initial trial provides internet access to passengers giving them an experience of end to end connectivity. We are always looking to enhance passenger experience and this trial is one of those initiatives.



Transforming air travel through technology

2017 Air Transport IT summit Brussels hosted by SITA in partnership with Airline Business.

The 18th Air Transport IT Summit remains the 'must attend' IT event in the air transport industry's calendar. This year's event included a spoken program featuring leading industry figures and innovators, a showcase of the latest technologies for the air transport industry and an array of peer networking opportunities. Find out more [here](#).

How to log faults with our service desks

We are here for quick resolution of faults and issues should you have any.

Here is a reminder of how to get your fault dealt with efficiently. In the event of a fault call 0208 9765665 or email itservicedesk@heathrow.com with the following information:

- Named contact for sending updates
- Email and phone number of the named contact
- Company name
- Exact location of the fault/issue
- Brief description (with phone or port number if applicable)
- Business impact i.e. number of users and types of devices affected

For escalations, you can email heathrow@sita.aero with the incident reference number given to you when the fault was logged with the helpdesk.



New! ebrochure and Technical Specification

Hot off the press Co-location and Wi-Fi On The Move (OTM).

You can find the ebrochure [here](#).

You can find the Technical Specification [here](#).