Wi-Fi On The Move (OTM)

What is it?

Service on the go

With our Wi-Fi OTM service your staff can stay connected to the internet and your corporate applications around Heathrow Airport. It lets them complete tasks on the move without having to return to the office to connect to online corporate applications.

What we offer:

- Over 5,000 Wi-Fi APs providing 98% coverage at locations in and around the airport buildings.
- Connectivity to key service devices such as POS, baggage scanners, PDQs and handheld devices for real time updates in any location.

Helping staff perform effectively

Over 76,000 staff work directly at Heathrow Airport. Together they look after 75.7 million passengers a year (in 2016) across 1,227 Hectares. Most staff require access to business applications leaving them tethered to workstations and physical locations. With Wi-Fi OTM your staff can spend more time in front of passengers, work at the point of service and outside the boundary of a retail shop.

“I would like my staff to move from behind the check-in desk to in front of it and have a more personal engagement with passengers.”

Better performance

Wireless roaming can often be a hit and miss affair, with applications disconnecting as you roam from one AP to another. The processes of device scanning, authenticating and re-associating can lead to poor user experience.

Our Aruba based service seamlessly associates devices to the best AP to provide connectivity using patented technology. Shifting seamlessly across registered APs takes away the need to reauthenticate as the device roams from location to location.

“My engineers need access to service manuals and information from the server outside of Heathrow to do their work.”
What information do you need to know?

- Internet only access or corporate applications access options
- Dedicated Common SSID deployed across the airport
- Coverage in both public and operational areas
- Corporate access uses 802.1x authentication
- 802.11 protocols used for Wi-Fi channels
- Internet access uses device MAC address authentication
- Connects back to your Heathrow based VPN/VLAN
- Up to 5Mbs wireless bandwidth per device
- Pricing based on a device or user role
- Supports most devices irrespective of operating system including iOS/Android/Windows
- Wireless A/G/N/AC radio support

Why us?

- Applications remain connected
- Simple flexible data plans with a minimum commitment of only 6 months
- Add and remove devices easily
- 24/7 x 365 on-site airport based support
- Integrate into your Heathrow based VPN
- Ability to provide custom splash pages at additional cost

"Users can work while on the move by connecting to enterprise mobile apps with a single sign on and automatic network authentication."

How much does it cost?

<table>
<thead>
<tr>
<th>Common SSID</th>
<th>Installation</th>
<th>MRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of users</td>
<td>1-10</td>
<td>11-20</td>
</tr>
<tr>
<td>Price per unit for band</td>
<td>£16</td>
<td>£14</td>
</tr>
<tr>
<td>Network design</td>
<td>£3,000</td>
<td></td>
</tr>
<tr>
<td>Add or remove profile</td>
<td>£140</td>
<td></td>
</tr>
</tbody>
</table>


MRC – Monthly recurring charge

What are our SLAs?

| | Targets |
|---|---|---|---|
| | Down for all | Down for some | Down for one |
| Response | 30 mins | 2 hours | 2 hours |
| Remote fix | 4 hours | 4 hours | 4 hours |
| Replacement | 4 hours | 4 hours | 4 hours |

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