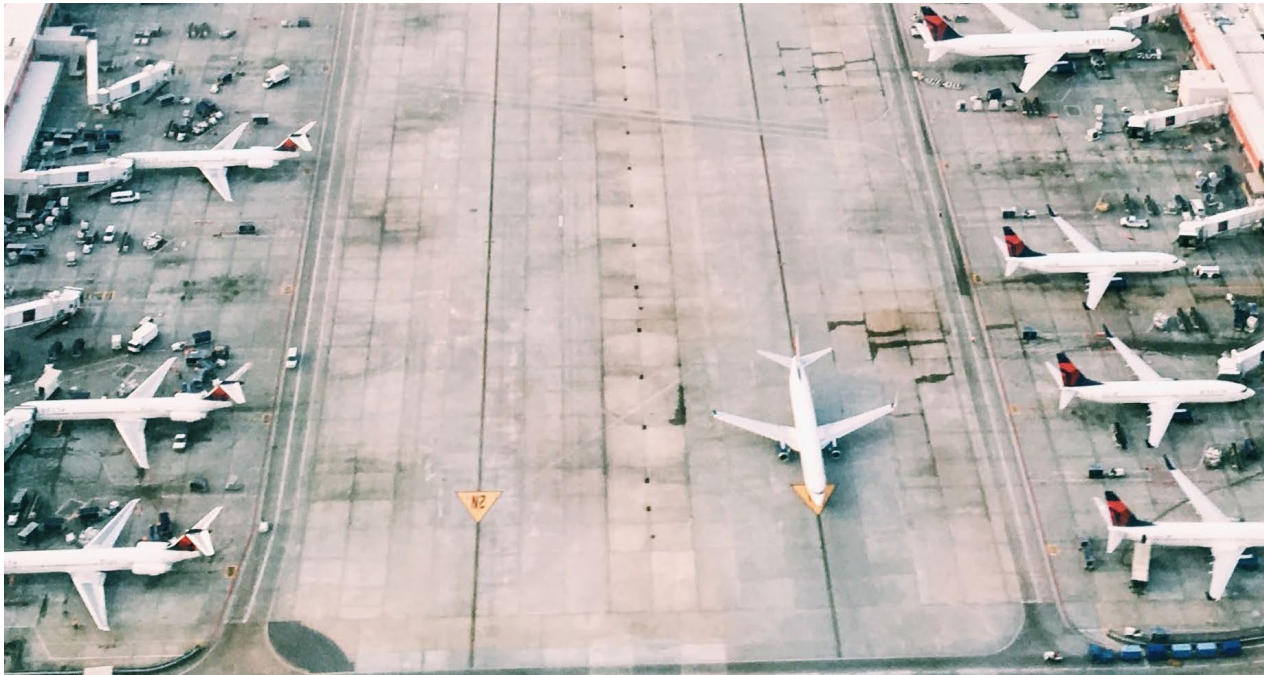


# London City Airport

Accelerated transformation to  
manage rapid growth

Case Study





Telstra Purple assisted with a wide-ranging transformation programme that touched all aspects of the London City Airport's operations to support its ambitious plans to double passenger capacity.

## Challenges

- Aim for 6.5m passengers by 2025
- Attract new airlines and routes
- Constrained by opportunities for physical expansion
- Make the airport attractive to new buyers

## Solutions

- Infrastructure and network upgrade
- Private cloud and improved service management
- Highly performant and resilient specifications
- Business case development

## Benefits

- Increased customer journeys, more flights and more airlines
- Improved customer experience and speed at all touch points
- Faster aircraft turnaround
- IT profile raised to board level

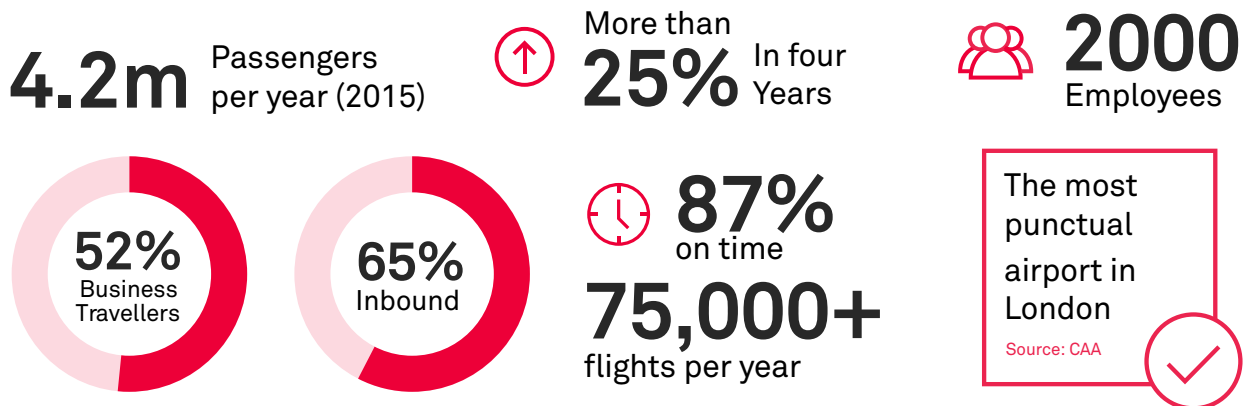


**Telstra Purple's involvement and great working relationship with our CIO provided reassurance at every stage of the project. Every phase was, in itself, a model of how IT projects should work.**

**Declan Collier, LCY CEO**

---

# London City Airport Transformation



## Project Scope

- First UK airport to migrate critical services offsite to private cloud
- Over 75 people actively involved
- LAN and other infrastructure on LCY campus refreshed
- 31 Business services migrated
- 30 Migration events
- 38 Different suppliers
- Critical business services
- Contracts reviewed and SLA-aligned
- New fully-integrated Service management model

## Project Benefits and ROI

- Accelerated increase**  
In overall IT maturity from AD-HOC to measured and controlled processes
  - Sophisticated real-time and historical analytics**  
on how airport is running
  - Enabled expansion**  
of terminal and pier capacity
  - 2<sup>nd</sup> most tweets out of 757**  
Worldwide airports;
- 4 Minute Reduction** In aircraft turnaround time
- 20 Minutes Check-in** (Door to Gate)
- 15 Minutes Arrival** Tarmac to Train
- E-Gates used by 70%** of eligible passengers
- 2<sup>nd</sup> most tweets out of 757**  
Worldwide airports;

**When the London City Airport was sold for £2bn, our IT infrastructure transformation helped seal the deal.**

## **Executive summary**

**London City Airport (LCY) is a private limited company owned by a consortium of international infrastructure investors.**

**Built in 1987, LCY today handles millions of passengers rather than the thousands it was originally designed for.** It has limited scope for physical expansion because of its location, so LCY's management developed a parallel growth strategy using new technologies to speed up throughput and attract new customers and airlines.

The programme focused on LCY's 2015 proposition – the promise to customers that when departing, they can move from the departure lounge entrance to their gate in 20 minutes, and from arrivals hall to taxi or train within 15.

## **Scope and governance**

LCY's transformation of IT processes, people, and technology was achieved with the expertise and assistance of Telstra Purple, under the overall direction of Alison FitzGerald, LCY's newly-appointed CIO. The joint Telstra Purple/LCY team comprised a multi-disciplinary group with responsibilities including business case development, technical architecture, service management, business continuity, security, RFP management and supplier selection, with executive sponsorship and direct involvement at Telstra Purple and LCY board level. The programme involved closure of existing onsite data centres, the transition of core applications and services into managed co-location and a full refresh of the LAN.

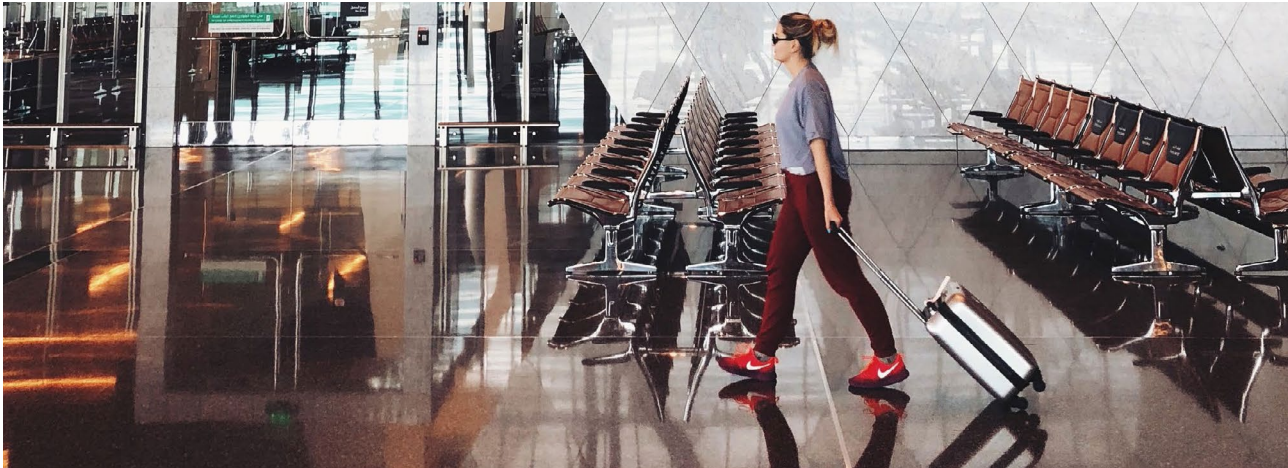
### **Dozens of discrete projects were run in parallel including:**

- Passenger flows
- Parking
- Reservations
- Live flight alerts
- Retail concession sales data
- E-gates
- Security
- Aircraft turnaround
- HR

Telstra Purple provided governance and managed the transition to new systems and suppliers as part of an overall plan to improve performance, service levels, and resilience.

**Meticulous planning and a strong risk management ethos meant the programme was delivered with zero impact on passengers or airlines.**



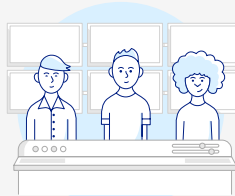


**Most of our staff would not have even noticed that, fundamental change was happening around them. The project team were able to continue to deliver day-to-day IT improvements simultaneously. It was a brilliant team effort between Telstra Purple and LCY.**

**Patrick Burrows, CFO, LCY**

## About Telstra Purple

**1,500+**  
Experts



A team of 1500 technology experts across the globe specialising in network, cloud, security, collaboration, mobility, software, data and analytics, and design.

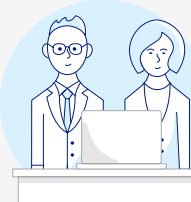
**4**

**Best in Breed  
Partnerships**



Built on a foundation of acquisitions, we are a powerhouse of demonstrable experience and expertise. We're committed to collaboration. We bring the best people across our organisation together with yours to design, build and deliver outcome-based solutions.

**1,600+**  
Clients



We've built strong global partnerships with industry leading vendors including Microsoft, AWS & Cisco but always deliver purpose-built solutions, with people at the centre.



## Telstra Purple

Blue Fin Building  
110 Southwark Street  
London SE1 0TA

+44 (0) 207 965 0000

[telstrapurple.co.uk](http://telstrapurple.co.uk)

computing  
Security  
Excellence  
Awards  
2018

Winner



FINALIST

