



London City Airport

Accelerated transformation
to manage rapid growth





Telstra Purple assisted with a wide-ranging transformation programme that touched all aspects of the London City Airport's operations in support of 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 airport attractive to new buyer



Solutions

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



Benefits

- Increased customer journeys, more flights, 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."

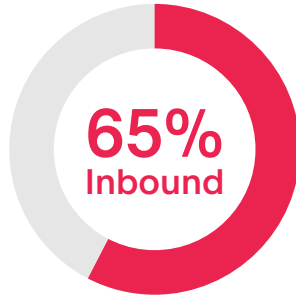
- Declan Collier, LCY CEO

London City Airport Transformation

4.2m Passengers per year (2015)

More than **25%** in four years

2000 Employees



87% on time
75,000+ flights per year

The most **punctual** airport in London

Source: CAA

Project Scope



First UK airport to migrate critical services offsite to private cloud



31 Business services migrated
30 Migration events
38 Different suppliers



Over 75 people actively involved



Critical business services
Contracts reviewed and SLA-aligned



LAN and other infrastructure on LCY campus refreshed



New fully-integrated Service management model

Project Benefits and ROI

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



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



2nd most tweets out of 757
Worldwide airports;
1st in terms of interaction
regarding flight information

When London City Airport sold for £2bn, our IT infrastructure transformation helped to 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 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


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

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.

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

Australia

 1300 telstra (1300 835 787)
 purple.telstra.com

International

Asia +852 2983 3388 | **Americas** +1 877 835 7872 | **EMEA** +44 20 7965 0000 | **Australia** +61 2 8202 5134
Sales tg_sales@team.telstra.com | telstra.com.au | telstraglobal.com