



## SYNOPSIS

*A large international airport provides telecommunications, data network and shared airport tenant services throughout its own facilities and those of associated regional airports. The airport selected NextiraOne to help design and support the network infrastructure and ongoing network management activities during the airport's multiyear, multibillion-dollar capital improvement program.*

## INTERNATIONAL AIRPORT MAKES ITS CONNECTIONS WITH NEXTIRAONE

A large international airport provides telecommunications, data network and shared airport tenant services throughout its own facilities and those of associated regional airports. As one of the Nation's busiest airports for cargo and passengers between the U.S. and foreign markets, the international airport is home to over 90 airlines and is considered the most important gateway between the United States and countries in the region.

The airport is in the midst of a multibillion-dollar capital improvement program to accommodate projected growth through 2010.

### THE CHALLENGE

Sustaining ongoing network operations while deploying new and redeploying existing network equipment is essential to the success of any major capital improvement program. With nearly 2 million monthly telephone calls and 60 billion daily data packets traveling its networks, this international airport's capital improvement program is no exception.

The airport's network size is as expansive as the volume of traffic it carries. The facilities at the airport and associated regional airports, airlines and tenants are linked by a state-of-the-art network comprising:

- 19.4 million strand feet of fiber optic cable
- 45.7 million pair feet of twisted pair cable
- 8000 voice lines
- 2000 data ports
- 300 common use terminals at airline gates
- Hundreds of security cameras

The airport sought a managed services provider with the experience and resources required to ensure that daily operations would not be affected by construction and changes to the network infrastructure.

### THE SOLUTION

In March 2004, the airport awarded NextiraOne a five-year managed services agreement to:

- Install new and redeploy existing equipment
- Design and staff the new 24x7 help desk and network operations center
- Configure, support and market tenant use of the airport's voice, data and converged networks and services

Under this agreement, the airport retains ownership and control of the overall network infrastructure while relying upon NextiraOne to:

**Provide Experienced, Onsite Staff:** NextiraOne supplies the engineers, technicians, cabling management personnel, and sales/marketing personnel necessary to support the network infrastructure, services and airport tenants.



“NextiraOne has provided telecommunications support to this international airport for more than 20 years. We are pleased that they selected us to assume a much more significant role at the airport, greatly expanding our onsite services and support of the airport’s telecommunications, data network and shared tenant services.”

— Chuck Daniels, EVP, CTO and CMO for NextiraOne

**Design and Staff a 24x7 Help Desk:** NextiraOne uses its experience with voice, data and converged network equipment, configuration and applications to create and staff a help desk supporting airport users and tenants.

**Design and Staff a 24x7 Network Operations Center:** NextiraOne leverages its network monitoring, maintenance and managed services experience to build and staff the network operations center to help ensure round-the-clock network and services availability.

**Simplify Network Operations and Management:** NextiraOne’s single-vendor, managed services solution helps improve accountability, communications, processes and responsiveness thereby helping to effectively and efficiently address telecommunications, data network and tenant services requirements.

## THE RESULTS

The airport’s customized managed services agreement with NextiraOne provides it with the following benefits:

**24x7 Coverage:** With the new help desk and network operations center, NextiraOne can pre-empt potential problems as well as quickly resolve telecommunications, data network and tenant service problems.

**Experience:** NextiraOne has the extensive experience and resources to support the telecommunications, data network and airport tenant services. NextiraOne understands how technology should be implemented to best address business goals and fulfill service level agreements — key to designing the network, help desk and network operations center to meet today’s and tomorrow’s requirements.

**Responsiveness:** By operationally integrating the NextiraOne staff into the airport’s organizational structure, users, airlines and airport tenants are assured that their communications needs will be addressed in a professional and timely manner.

**Resource Availability:** As required, NextiraOne can expand or contract its onsite professional staff, or even leverage professionals with different skills, commensurate with changing service level requirements.

NextiraOne™ is a leading global provider of integrated enterprise network solutions and services that enable effective, reliable business communications. We cover everything from planning and design to the implementation, support and management of voice, data and converged communications networks. We provide best-in-class technologies from industry-leading providers. And we offer consultation and solutions development ranging from contact center applications to network infrastructure outsourcing.

Discover more at [www.NextiraOne.com](http://www.NextiraOne.com)



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