Telstra Purple

London City Airport

**London City Airport:
Accelerated transformation
to manage rapid growth**

The challenge

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. LCY's management developed a parallel growth strategy using new technologies to speed up throughput and attract new customers and airlines. The program focused on LCY's 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 minutes.

Key issues

Migrate critical services offsite to private cloud and refresh LAN and other infrastructure on LCY campus

Overcome physical expansion constraints

Help LYC work toward its aim of 6.5m passengers by 2025, and attract new airlines and routes and a new buyer for the airport.

Solution

LCY's transformation of IT processes, people and technology was achieved with the expertise and assistance of Telstra Purple. 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.

As part of the process we:

Completed an Infrastructure and network upgrade, LAN refresh, and improved service management

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

Closed existing onsite data centres, and transitioned core applications and services into managed co-location

Outcome

Together Telstra Purple and LYC Accelerated an increase in overall IT maturity from ad-hoc to measured and controlled processes, and enabled the following:

- 31 business services migrated to private cloud

- Expansion of terminal and pier capacity expansion and reviewed & SLA-aligned critical business services contracts

- 4 minute reduction in aircraft turnaround time

Lessons learnt along the way

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 program was delivered with zero impact on passengers or airlines.

Improved customer experience
and speed at all touch points

IT profile raised to board level

Contact your Telstra account representative for more details.

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