

FINAL

Halifax International Airport Authority Reaches New Heights with Cisco Unified Communications

FACT SHEET

Expanded Facilities and Network Capability:

HIAA's integrated network and growing IP strategy is enabling and enhancing a number of cutting-edge services, including:

Common-Use Platform

Rather than use proprietary equipment at ticket and gate counters throughout the airport, HIAA has implemented a Common Use Terminal Equipment system, including self-service kiosks, to improve the airport's flexibility and efficiency. A recent industry analysis of the common-use service model found a 37 per cent increase in the effectiveness of ticketing areas, eliminating the need to expend approximately \$10 million in capital to expand the facility.

Security

Adoption of a common network infrastructure has allowed the airport to migrate five disparate networks into one high-performance network. This centralized network is much more reliable, secure and redundant, providing the airport with the security of knowing that should any part of the airport's facility fail, it will still operate at full capacity, dramatically reducing vulnerability.

In addition, HIAA is completing a building-wide IP based security upgrade project incorporating access control, CCTV and intercom systems. As part of a national airport initiative, HIAA is working in partnership with the Canadian Air Transport Security Agency (CATSA) in the implementation of a biometric restricted-access identification card system, which will run over the converged network.

U.S. Customs & Border Protection Preclearance Facility

HIAA has recently been approved as the site of a new U.S. Customs and Border Protection Preclearance facility for travelers heading to the United States. Travellers can now clear U.S. customs in Halifax, allowing them to fly directly to the United States as cleared passengers, rather than traveling through Montreal or Toronto to clear customs. A major boon for the airport, this additional service to Atlantic Canadians will drive an increase in traffic as HIAA now offers greater flexibility in available travel destinations.

The Cisco Intelligent Airport Solution is a flexible, scalable and intelligent network solution specifically designed for the air transportation industry. The network is fully fault-tolerant and supports all of the airport's mission-critical communications and applications on a 24-hour basis. It provides reliable and highly secure network connectivity for internal operations as well as those of various airport tenants, including airlines, baggage handling operations and retail stores.

Partnering for Success:

HIAA worked with a team of experts on its technology planning and deployment, including Marshall Macklin Monahan and K.R.Glover & Associates, in the development of a state-of-the-art redundant common network infrastructure. Due to its successful track record in common-use airport networks, Cisco Systems equipment was selected as the network platform. The Plan Group won the network deployment contract with Hewlett-Packard (Canada) Co, a Cisco Gold Certified Partner, who designed, tested, deployed and supported the advanced IP network. Cisco Premier Certified Partner, ARINC was awarded the contract to implement the common-use terminal equipment system, utilizing Cisco Systems.

Working closely with the HIAA's technical team, HP and Cisco provided a smooth migration from the airport's previous Centrex private branch exchange (PBX) service to an advanced and highly secure Cisco Unified Communications system. Through its strategic alliance, HP and Cisco provided The Plan Group and HIAA with a single, global resource for all infrastructure, platform, application integration and services requirements, making the end-to-end network deployment process simple and seamless.

HIAA:World-Leading Customer Service

Halifax International Airport has been recognized internationally for the strides it is making in delivering customer service. HIAA received three top-place finishes in the 2005 AETRA airport customer-satisfaction survey for the second year in a row, and ranked first in overall passenger satisfaction for airports worldwide with under 5 million passengers for the third year in a row. Halifax was also rated as best airport in the Americas of any size for overall satisfaction, and best domestic airport worldwide. The ranking was conducted by the International Air Transport Association (IATA) and co-sponsored by Airports Council International (ACI) and included the participation of 66 renowned airports including London Heathrow, Sydney, Amsterdam Schiphol, Beijing, Denver, Vancouver and Toronto.