TWISTEDPAIR
Rethink Critical Communications

Mumbai International Airport Updates a Communications Infrastructure with WAVE®

Future-Proofing Critical Communications at India's Busiest Airport

Experiencing growth as the result of a major economic boom, Mumbai's Chhatrapati Shivaji International Airport (CSIA) undertook a massive infrastructure upgrade. To become one of the world's premier airports, they knew they had to modernize their communications system. Nortel won a contract to build a solution that incorporates radio interoperability into the airport's IP backbone, and they turned to WAVE® software to help create a communications "system-of-systems" for easy integration into Nortel's existing architecture. WAVE is now a core component of CSIA's standard-setting unified communications infrastructure.

THE CHALLENGE

CSIA is India's busiest airport. In 2007, 25 million passengers and more than 500,000 tons of cargo passed through the facility. At the beginning of 2006, a consortium known as Mumbai International Airport Private Limited (MIAL) was tasked to manage a massive infrastructure modernization project at CSIA, with a goal of nearly doubling the airport's capacity within a few years.

A critical component of the upgrade was the installation of a sophisticated IP backbone to support a converged wired and wireless network. The system needed to be capable of consolidating data, telephony and video systems across the airport's entire footprint, from terminal buildings to outside maintenance areas. Given the scale and importance of the project, the bid went out to a number of world-class providers, including Nortel, a certified WAVE integrator.

As the bid process progressed, MIAL recognized that there was still a component missing from their planned IP network. In order to fulfill their mission of achieving truly unified communications, they needed a solution that also provided for the seamless integration of their existing radio equipment.

WAVE SOLUTIONS FEATURES

Extensive Interoperability
Creates a tightly integrated communications environment, supporting interoperability with almost any communications device, including phones, two-way radio systems and PCs.

Easy Scalability
Capitalizes on the power of software to scale to an unlimited number of users without requiring additional hardware components.

Guaranteed Relevance
Ensures the system will never be obsolete by using easily upgradeable software as core components.

Cost-Effectiveness
Uses standards-based software to deliver affordable interoperability by incorporating existing communications devices. Eliminates the need to purchase expensive new hardware.

MIAL subsequently added this element to the project scope. In response, one leading competitor quickly offered its own interoperability solution. Unfortunately, the system could only be implemented using the company's proprietary hardware components. With hardware at its core, the solution required an initial investment that substantially increased the project's total cost, and in the end, MIAL would ultimately be purchasing a system wrought with limitations. Should MIAL wish to expand the number of radio channels in operation, as it expected to do, there would have to be further expenditures for the purchase of additional proprietary hardware.

THE SOLUTION

Nortel knew that a system based on WAVE software was ideally suited to meet the numerous challenges presented by the request. Using standards-based software, and for a markedly smaller investment than hardware-based solutions, WAVE could create a seamless communications "system-of-systems" for MIAL, supported by a lengthy track record of proven implementation at government and private installations around the world.

The on-site demo of the system was a watershed moment for MIAL. Presented with the elegant combination of simplicity, flexibility and scalability' MIAL recognized that WAVE took a game-changing approach to unified communications. MIAL awarded the contract to Nortel.

"The Indian aviation industry is poised for huge growth and to support such dramatic growth, the airport infrastructure needs to be scalable, resilient and future proof," said Ravi Chauhan, Managing Director of Nortel India.

With very little additional effort or cost, WAVE made it possible for MIAL to add immeasurable value and functionality to the new IP telephony network. The tight integration of the existing radio network, which consisted of three channels and was expected to increase to 15, simplified the substantial day-to-day operations and improved critical emergency response at this large and complex facility.

"This overhaul is part of MIAL's long-term program aimed at expanding the capacity at CSIA and making communications as seamless as possible for anyone who visits or works at the airport," said GV Sanjay Reddy, managing director, MIAL. "The state-of-the-art changes that this transformation will bring will help raise CSIA to global standards, equipping it with technology that meets or even exceeds what is currently present at top airports across the world."

Let's Talk

We help companies with complex operations simplify their communications systems. How can we help you?

twistpair.com
info@twistpair.com
+1 (206) 442-2101

THE RESULTS

Cost-Saving Investment

WAVE software works seamlessly with Nortel's existing plans to avoid the unnecessary complexity, limitations and expense of proprietary hardware solutions proposed by the competition.

Improved Operations & Passenger Experience

By implementing real-time, push-to-talk communications between workers and visitors of the airport, MIAL streamlined operations to improve business efficiency and provide a better traveling experience for passengers.

Ongoing Revenue Opportunities

Due to the success of the project, MIAL plans to sell services based on their solution to tenant airlines and other businesses.

ABOUT NORTEL SOLUTIONS

Nortel is a recognized leader in delivering communications capabilities that make the promise of Business Made Simple a reality for our customers. Our next-generation technologies, for both service provider and enterprise networks, support multimedia and business-critical applications. Nortel's technologies are designed to help eliminate today's barriers to efficiency, speed and performance by simplifying networks and connecting people to the information they need, when they need it. Nortel does business in more than 150 countries around the world. For more information, visit Nortel on the Web at www.nortel.com.

ABOUT WAVE

WAVE software empowers your mobile workforce with critical communication applications for secure, real-time collaboration anywhere on any device built upon a battle-tested communications interoperability platform that delivers voice, video, location, presence and other forms of data deployed as an enterprise product or cloud based service throughout commercial, public sector and defense organizations worldwide. Proven in thousands of the most complex deployments around the world, WAVE helps you integrate and control a truly unified communications system so that office-based and mobile workers can simply talk, make decisions and act. WAVE has a Certificate of Networthiness from the U.S. Army and is on the NATO Approved Fielded Products List.

CORPORATE HEADQUARTERS
3131 Elliott Avenue
Suite 200
Seattle, WA 98121 USA
(T) +1.206.442.2101
(F) +1.206.812.0737
(E) sales@twistpair.com

EMEA
Davidson House
Forbury Square
Reading, RG1 3EU
(T) +44.118.900.1110
(F) +44.118.900.1111
(E) sales.emea@twistpair.com

APAC
2 St Peters St
Glenelg East, Adelaide
South Australia, 5045
(T) +61.(08).8376.5905
(F) +61.(08).8125.6570
(E) sales.apac@twistpair.com