

CISCO INTELLIGENT AIRPORT NETWORK ARCHITECTURE AND SITA AIRPORTCONNECT BRING IT ALL TOGETHER

Cisco Systems® and SITA have joined together to use an airport's existing voice and data network investment to securely connect airport, airline, and tenant operations, creating a single, intelligent information infrastructure that dramatically reduces costs, increases operational efficiency, and offers new revenue streams. Cisco® Intelligent Airport provides the underlying infrastructure that integrates standalone airport IT systems into a unified, flexible network while SITA offers value-creating, airport-specific applications, common use systems, and a cost-effective migration strategy.

CHALLENGE

Although an airline industry turnaround is underway, security measures, budget cuts, consolidations, passenger expectations, and federal mandates require improved operational efficiencies, reduced costs, and new revenue streams. This presents a significant challenge to airports that, throughout the past several decades, have implemented standalone networks, each responding to single or unique operational needs. This business model has resulted in multiple usage-specific networks with high management and maintenance costs, prohibiting adequate control of the network.

Airport operators are under pressure to find ways to provide a flexible environment that supports the changing needs of network carriers. Today's airline industry must rely on technology more than ever before. By maximizing intelligent and integrated IT systems, the airport of the future will provide better security and service to all of its clients, and will enable new sources of business revenue that include wireless access solutions for airlines, passengers, and airport tenants.

SOLUTION

Cisco Intelligent Airport solutions for integrated voice, video, and data communications and SITA AirportConnect IT infrastructure solutions provide airports with a technology infrastructure that migrates multiple, disparate communications environments into an integrated, flexible network, delivering value across the entire airport campus. Rather than requiring a whole new network build-out, Cisco network solutions and architectures use airports' existing voice and data network investments, supporting a cost-effective migration to a common, intelligent information infrastructure.

Cisco Intelligent Airport enables services and applications designed specifically for the air transportation industry, and delivers an integrated multiservice communications infrastructure for improved passenger and network security. SITA transforms the Cisco infrastructure into common use environments for operational efficiency, and into wireless passenger services that include value-added solutions for passengers, airports, airlines, and airport tenants.

Cisco Intelligent Airport is based on open standards. It securely connects airport, airline, and other tenant operations to provide a cohesive, resilient, and responsive airport operating environment for physical and network security solutions, wireless networking solutions, and the SITA AirportConnect solution for flexible gate and check-in counters/kiosks and back offices. An integrated voice and data network with IP telephony for SITA Common Use Terminal Equipment (CUTE) and integrated desktop applications enables airports to offer value-added services in multi-airline gate facilities.

AirportConnect, SITA's next-generation IT platform for the airport community, is the perfect strategic complement to Cisco Intelligent Airport solutions, reducing overall costs while providing flexibility and enhanced control for all users. AirportConnect supports the deployment of airport, airline, and other tenant systems over numerous workstations using a single, open-standards-based platform.

Together, the Cisco and SITA solutions increase the flexibility of existing resources to alleviate airport congestion; enable shared gates, ticket counters, and baggage areas; provide personalized communications services; and improve security measures.

BUSINESS BENEFITS

The Cisco and SITA integrated IT environment improves the use and effectiveness of resources for safely transporting passengers and cargo through an airport facility. It enables operators to create new revenue opportunities through new service-centric environments, and it reduces costs with greater operational efficiency.

A Cisco integrated network infrastructure combined with SITA air transport applications and IT solutions provide numerous benefits, including:

- *Operational efficiency*—An environment of operational efficiency is created by interconnecting disparate systems and islands of technology to maximize the use of scarce airport resources and to improve overall communications.
- *New revenue sources*—Operators can increase revenue through the use and positioning of communications and IT infrastructure service offerings to tenants, telecommunications providers, and passengers.
- *Differentiated services*—Wireless access technology enables airports to easily and cost-effectively provide host-neutral Internet access to passengers, while delivering the security and performance that mobile professionals demand. Tenant airlines can use this technical infrastructure to provide information and services to customers.
- *Improved security*—By integrating islands of information and a communications infrastructure, airports can provide more complete, real-time emergency or threat-related information to security and response personnel, airlines, and passengers.

SUPPORTING SOLUTIONS OR PRODUCTS

From Cisco Systems:

- *Multiservice campus networks*—Enable migration to a high-bandwidth, highly reliable, converged network that provides connectivity throughout the entire airport facility, protects current investments with a standards-based, flexible IP/Multiprotocol Label Switching (MPLS) architecture, and builds new services for airport tenants. Networked devices, such as terminals, phones, displays, printers, and cameras at airport gates, can be easily connected to the overall airport network. The resilient Cisco network architecture helps to ensure quality of service (QoS) and high availability—critical to airport operations and security applications.

- *IP telephony*—Integrates with common use airline passenger-processing systems to allow a single login for both data and voice services. Cisco IP telephony takes advantage of airport and airline legacy PBX phone systems, integrating them to enable custom phone services for each airport tenant. IP telephony can also be extended to provide call-center capabilities using the Cisco IP Contact Center.
- *Cisco VPN solutions*—Offer secure data, voice, and video communications with QoS, delivering secure connectivity so that airport tenants can access their own systems, and airlines can access their host systems, without worry of a security breach.
- *Cisco wireless LAN solutions*—Enable secure mobile data access for airport, airline, security, and service employees. These solutions can be used to deliver improved service to customers through public wireless Internet access.

From SITA:

- *AirportConnect*—Offers several multi-use managed devices, such as PCs, thin clients, and mobile phones, and uses standard software containers to facilitate deployment of dedicated and shared use airport environments to help ensure system integrity, security, and reliability. AirportConnect includes:
 - *CUTE*—Based on Windows XP, CUTE enables airlines and handling agents to access shared workstations, scanners, readers, printers, and biometric devices.
 - *Common Use Self Service (CUSS) kiosks*—AirportConnect kiosks provide cost-effective, shared system access to the host check-in processes of single or multiple airlines.
 - *AirportConnect Campus*—Provides a platform that integrates shared use applications, voice, video, and data. AirportConnect Campus is a general-purpose, multi-use, managed services offering for airports that positions the airport operator as a service provider to its tenants.
- *Passenger and baggage solutions*—Provide baggage reconciliation, tracking and tracing, and passenger check-in and departure control services. The client-server-based system manages low-cost carriers, charters, itinerant carriers, and ground handling companies.
- *Operations solutions*—Provide the critical IT systems required to effectively manage airports, including critical airport applications such as operational databases; signage; and resource management, network, hardware, and support in an end-to-end, pre-integrated offering.

THE CISCO AND SITA ALLIANCE

The Cisco and SITA global alliance creates the airport technology of the future and unites the leader in networking technology solutions (Cisco) with leadership in IT support dedicated to the air transport community (SITA). This combined solution provides airports with best practices in networking and technology delivered by a partner with in-depth understanding of the airline industry and experience in airport operations.

Only Cisco and SITA have the networking depth and breadth required to optimize the components that enable the infrastructure to work as a united system throughout an airport and across its extended infrastructure.

ABOUT CISCO

Cisco Systems is the worldwide leader in networking for the Internet. Today, networks are an essential part of business, education, government, and home communications, and Cisco IP-based networking solutions are the foundation of these networks. Cisco hardware, software, and service offerings are used to create Internet solutions that allow individuals, companies, and countries to increase productivity, improve customer satisfaction, and strengthen competitive advantage.

ABOUT SITA

SITA is a US\$1.5 billion IT services company servicing the air transport community. SITA provides airline and airport applications, systems integration services, and voice and data networking. An active member of the airline community, SITA is owned by airlines, airports, and travel agent booking engine companies.

FOR MORE INFORMATION

For more information on Cisco Intelligent Transportation solutions, contact your local Cisco account representative, or visit:

<http://www.cisco.com/go/transportation>

For more information on SITA AirportConnect IT infrastructure solutions, contact your local SITA representative, or visit:

<http://www.sita.aero>



Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on the

Cisco Web site at www.cisco.com/go/offices

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia • Cyprus
Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland
Israel • Italy • Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland
Portugal • Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden
Switzerland • Taiwan • Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

All contents are Copyright © 1992–2004 Cisco Systems, Inc. All rights reserved. Cisco, Cisco Systems, and the Cisco Systems logo are registered trademarks or trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company.
(0402R) STO/LW6008 03/04