



## OPENING THE DOOR TO COMPREHENSIVE APPLICATION PROCESS CONTROL

### Challenge

Managing, controlling and optimizing airport operations is extremely challenging due to the number of groups involved (passengers, airlines, ground staff, customs, security services, air traffic control, etc.). Endless amounts of data need to be pulled out of various different systems and applications in real-time to identify which organizational unit is causing the problem—and intervene to correct the issue.

### Solution

The webMethods product suite provided a platform-independent, service-oriented integration layer based on Web services—facilitating access to the right information at the right time, and making it available as reusable services.

### Benefits

Unique has benefited from cost reductions in the programming, maintenance and implementation of the various interfaces. Business processes are now totally transparent and guarantee consistent monitoring and auditing in real-time.

 unique 

Unique (Zurich Airport) is a privatized company which the Swiss federation has contracted to operate the national and international traffic hub that Zurich airport has become. Unique employs around 1,200 people. Together with its 180 airport partners, employing a total of about 20,000 people, Unique ensures that Zurich's public air traffic infrastructure functions reliably. In 2003 alone, Zurich Airport transported 17.4 million passengers and 389,000 tons of freight.

Get there faster.™

**“Thanks to the webMethods product suite, we now have an innovative, standards-based infrastructure, so that we’re well-equipped for future integration activities. We were especially impressed with the superb support while we were preparing the proof of concept and that was one of the reasons why we chose this product.”**

Günther Summer | Head of EAI Competence Center | Unique

## Launching StarGate

Passengers, airlines, ground staff, customs, security services, air traffic control and more — the number of groups involved in the operation of an airport is endless. The business processes specific to each of these groups make managing, controlling and optimizing the whole operation challenging. Endless amounts of data need to be pulled out of various systems and applications in real-time to identify which organizational unit is causing the problem (delayed flight take-offs, for example) and intervene to correct the issue. In this situation, Unique, the company operating Zurich Airport, decided to implement a platform-independent, service-oriented integration layer based on standards like Web services.

Appropriately enough, this strategic integration project, which was realized with the webMethods product suite, was named StarGate (Service-Oriented Architecture Gateway). The first project based on StarGate was ZEUS, a Web-based application for managing operational processes. Unique won the EAI Award Switzerland for StarGate and ZEUS at the Swiss EAI Forum in 2004.

The complexity of Zurich’s airport organization called for a high degree of automation of its business processes and for a wide variety of specialized functions operating in several different applications. These included solutions for the management of take-offs and landings, flight data and the baggage sorting equipment, as well as ERP systems and office applications running on a number of different operating systems and hardware platforms.

Unique decided to base StarGate on Web services standards to facilitate access to the right information at the right time and make it available as reusable services. One of the services needed in the Operations Management area was supplying dynamic, event-driven information such as flight plan data or operational performance

indicators, making it easier for Unique to pilot business processes in real-time.

## Amortizing the cost of investment—faster

In 2003, Unique performed an evaluation of several integration solutions and narrowed them down to two to be tested in a Proof-of-Concept (POC) phase. One of the main requirements of the POC was to achieve Unique’s ROI forecast. This calculated that the investment would be amortized after one year with average savings of 30 percent on each point-to-point interface from lower maintenance and higher reusability. The POC based on the webMethods product suite promised even higher savings per interface and came out on top in the test by a wide margin.

The webMethods product suite is the foundation of StarGate and maps the interfaces on data, application and service levels. This solution also provides a development environment for Web services and the infrastructure to manage them. In addition, the webMethods product suite functions as a Business Process Management solution used to model processes, handle errors and IT process controls.

The ZEUS front-end is based on Microsoft .NET technology and only uses Web services and SOAP protocols to access other Web services supplied by a Java-based webMethods/AIX platform.

## Noticeable benefits—immediately

According to Unique, the benefits from StarGate were noticeable immediately. Using the webMethods product suite, cost reductions were realized in the programming, maintenance and implementation of the various interfaces and the ambitious goals were easily achieved.

Since October 2004, airline passengers have been using a new service based on StarGate: a passenger information system used on the Web or

by SMS. At [www.flughafen-zuerich.ch](http://www.flughafen-zuerich.ch), travelers can look up information on any flight, such as check-in details, and see a picture of the airplane they will be flying in.

“Our integration architecture has really proven itself. Every day, over 50,000 information updates feed seamlessly into our operations management system via StarGate,” notes Günther Summer, Head of EAI Competence Center at Unique. “For example, if a gate changes we can now inform our security staff in good time. Our Airport Steering processes are totally transparent and guarantee consistent monitoring and auditing.”

## KEY COMPONENTS

### webMethods Product Suite

The webMethods product suite, our award-winning Business Infrastructure Software, enabled Unique to automate and improve business processes, easily design, deploy and re-use Web services and eliminate point-to-point integration challenges

## ABOUT SOFTWARE AG

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Our industry-leading product portfolio includes best-in-class solutions for managing data, enabling service-oriented architecture, and improving business processes. By combining proven technology with industry expertise and best practices, our customers improve and differentiate their businesses – faster.

Software AG – Get There Faster

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