



Connected Airport

For the next generation Airport

The digital revolution has moved beyond screens and software to alter traditional industries. For airport operators, while making sure the planes run on time, they are also responsible for the movement of passengers—hundreds to millions through vast terminals. And many of these passengers are savvy consumers who increasingly expect to conduct the same digital activities during travel that they do at home and work. In order to gear up to the digital needs Airport operators has to focus on two major aspects “operations” and “Customer Experience”. It is not that by bringing few applications or devices Airports can achieve the desired digital experience for customers, partners and vendors. A new “digital foundation” has to be laid to enable the “**Connected Operations**” and “**Connected Customer Experience**”.

What “CONNECTED OPERATIONS” and CONNECTED EXPERIENCE” means?

Airport of Future has to be highly integrated with tight linkage in all the 3 levels of operation Airside, Terminal and Landside to achieve the objectives like safety, efficiency, cost effectiveness & profitability. Efficient energy management through smart washrooms, sensors equipped lights & devices, Vehicle management through smart tracking, connected hanger, digital parking etc., Smart Flight Hub Station management are some of the key digital initiatives towards connected operations.

Business Benefits

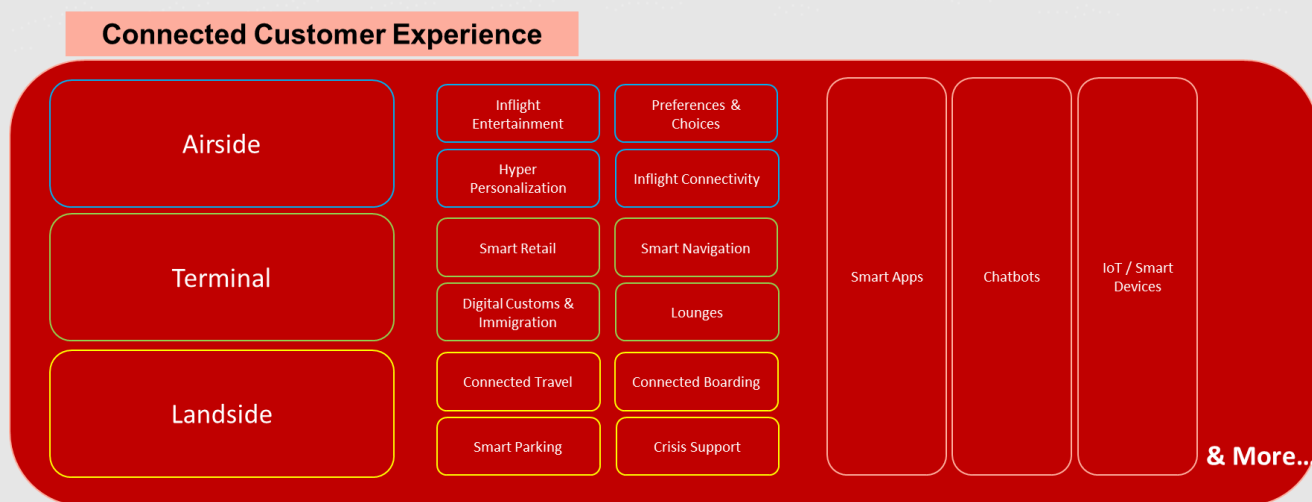
- Provides ready integration platform for digital journey
- Easy adoption to industry standards – NBC, IATA
- Easy on-boarding and partner life cycle management
- Enables new avenues for revenue generation .
- New age digital experience for customers
- Integrated efficient operations

Connected Operations



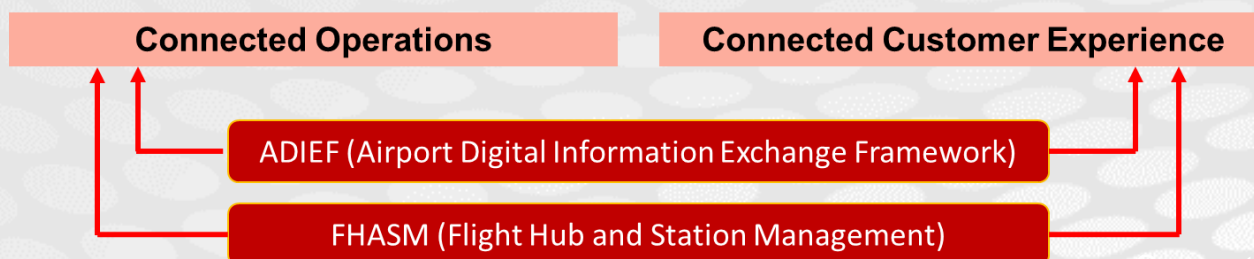


Enabling Tech Savvy customers with mobile apps which can help do major activities like travel plans & booking, boarding plans & booking, quick clearance & boarding, retailing, navigation through terminals, support during crisis easily and effectively are considered as key aspects of providing digital customer experience



How TechM Solution Enables the “Connected Operations” and “Connected Customer Experience”?

Airport may not be able to achieve Connected Operations or Connected Digital Customer Experience by just bringing some new applications or devices. New applications & devices bring new complexities like new connecting requirements, scalability, security and compatibility challenges. Airport needs a strong underlying platform to enable the new applications & devices run smoothly & effectively. TechM has developed 2 frameworks – ADIEF (Airport Digital Information Exchange Framework) and FHASM (Flight Hub and Station Management) which will act as a foundation for Airports Digital Journey. PI Management, Telematic capabilities etc.,





ADIEF Key Features

- Single framework for all information needs
- Supports IATA, IATA-NDC format
- Supports UDI, EN/EDIFACT
- Easy on-boarding of partners and easy lifecycle management
- Quick turnaround for business schema changes
- Pre integrated with Salesforce and easy integration with other CRM solutions
- Roadmap to new microservices paradigm seamless

FHASM Key Features

- Predict and Manage Disruption
- Tactical Operational planning for Hub/stations
- Event Management – Arrival to Departure
- Task assignment & Monitoring
- Real time asset identification
- Easy External Stakeholder Integration
- Exception Management
- Dashboards & Alerts

Software AG Product Stacks

webMethods Integration Server – Universal Messaging – webMethods Adapters – webMethods EntireX – webMethods Cloud Streams - API Gateway – API Portal

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Connected World.
Connected Experiences.