NetMotion Mobility® Keeps Travelers & Cargo Departing On Time at Frankfurt Airport

Leading international airport management company Fraport owns and operates Frankfurt Airport, one of the world's busiest international transportation hubs. The site covers nearly 5,000 acres, sees nearly 61 million passengers a year and has the highest cargo traffic in all of Europe. However, airport workers on and around the tarmac were unable to move seamlessly between networks making it difficult to do their jobs and turn around aircrafts. The company selected Mobility® Mobile Performance Management software to better ensure on-time departures.

Sky High Standards

Despite its size, Fraport is known for its efficiency. To support a strict 45-minute aircraft turnaround policy, the company deployed more than one thousand rugged laptops. However, widespread mobile application and data access issues made it difficult to get this speed-focused initiative off the ground. With 600-700 workers crossing between WiFi and cellular networks and back again, connections were typically brittle. This situation became urgent when management noticed how some workers would place themselves at risk by driving and trying to fix their connection at the same time.

"The interrupted network sessions severely hampered their productivity," said a Fraport spokesperson. "As vehicles moved among networks, some drivers had to restart their applications and log back in all the time. We wanted their attention on driving, not on authenticating."

Issues with Wi-Fi connectivity would force some workers' devices to switch to private cellular networks, but applications wouldn't handle the change smoothly, creating another point of failure. This was a serious concern for airport security workers monitoring the vast airport property.

Fraport turned to NetMotion and its Mobility software to see if it could improve connectivity across the airport without being too complicated for on the go workers to manage. "From the user perspective, our goal was to make it very easy to use the rugged devices," added the Fraport spokesperson.

Frankfurt Airport

INDUSTRY:
Transportation

OBJECTIVES:
Ensure continuity of application and data access for all airport workers

SOLUTIONS:
* NetMotion Mobility
* Panasonic Toughbook and Toughpad

RESULTS:
* Boosted productivity
* Enhanced employee safety
* Enabled seamless roaming between Wi-Fi and mobile data networks
* Reduced trouble tickets related to mobile connectivity
* Prioritized network traffic

Soaring to Better Mobile Connectivity

Fraport learned that not only would Mobility work seamlessly in the background on the CF31 Toughbooks and G1 Toughpads carried by airport workers, it allowed them to roam between Wi-Fi access points and cellular networks without disconnecting. The improved connectivity enabled workers to better focus on their jobs. Baggage handlers were able to rely on their devices to see which baggage to move where, and how to load it optimally on to aircraft. Security staff were able to scan personnel badges, and the bus drivers received pick up information for passengers. Meanwhile, cargo workers could roam between networks regularly and without problems.

"The IT department has received zero trouble tickets related to application crashes or connectivity issues," added the Fraport spokesperson. "The Toughbooks and Toughpads simply work now. NetMotion solved our problems."

Fraport frequently uses Mobility's Network Roaming report to show the roaming "events" for all Mobility-enabled devices. If, for instance, they see a high incidence of roaming to the Wi-Fi network at a specific time, they can infer that a problem may exist with the cellular network. This information lets Fraport IT work more effectively with their mobile data provider.

The team also used Mobility to implement traffic-friendly policies such as assigning large antivirus updates to only download over Wi-Fi networks, and ensuring core applications are prioritized above all other traffic.

Nonstop Connections and Traffic Control

Fraport is pleased with the productivity boost that reliable connectivity brings. Turnaround times are now steady at 45 minutes. Mobility has improved application responsiveness, user productivity and, over time, helped prevent data overages by optimizing and managing data transmissions across the cellular network. Staff are also no longer distracted while driving.

At Frankurt it's now apparent the group's mobile technology is working as hard as the staff to ensure travelers and cargo always leave the runway on time.

NETMOTION®