

The role of Commercial Telecoms in the 'Connected Airport'

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Heathrow
Making every journey better

Heathrow – The UK's Hub Airport - in Numbers

75,000,000 passengers

84 airlines

11.5 km² site

184 destinations

76,000 staff

900+ Organisations

2 runways

24/7/365 operation

Heathrow Commercial Telecoms:

Products and Services for Passengers



Public Wi-Fi



Cellular services



Internet Tablets



Public Telephones

Other Products and Services



Telephony



Broadband Services



Managed LAN Services



Managed Wireless LAN Services



Closed Circuit TV Services



Flight Information Display Screen (FIDS)



Radio Services



A-CDM



IPTV Services

What's on people's minds as they travel through the airport?

Which
terminal?

Where do I drop my bags?

How do I
transfer?

I feel like
treating myself.

How much time
have I got?



Can I smoke?

Which
gate?

Where's a
cashpoint?

How long will
security take?

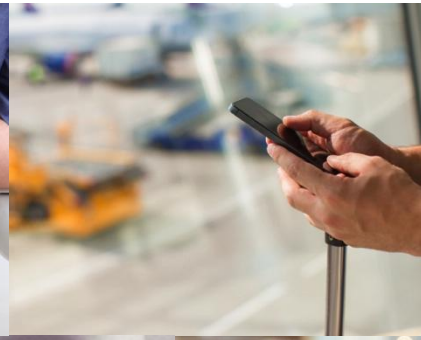
Where's check in?

The way passengers access our information has changed

From...



To...

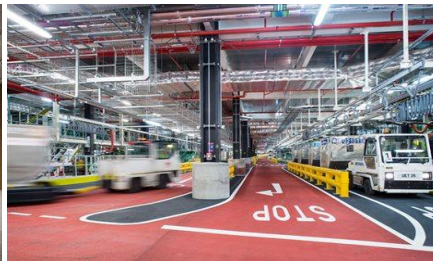
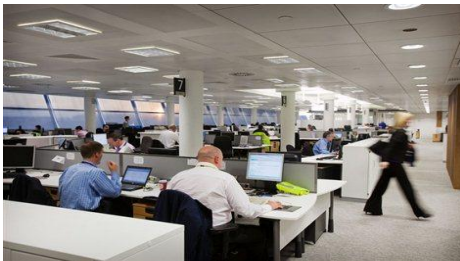


Wireless connectivity everywhere

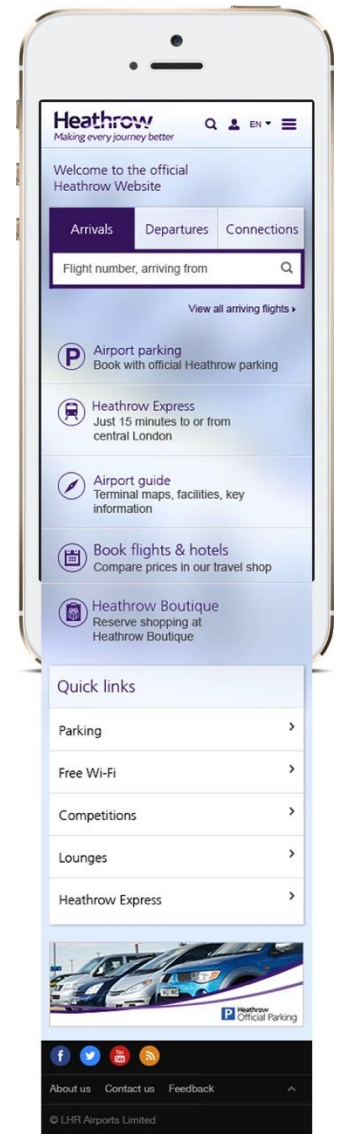
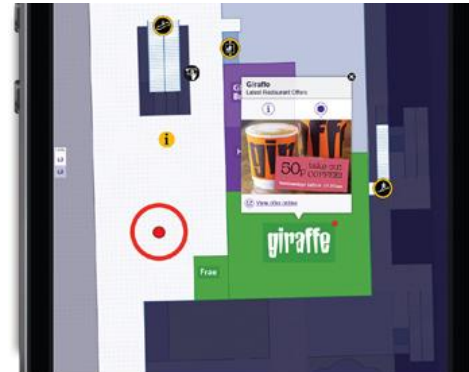
Ubiquitous secure wireless connectivity 24/7/365.

Free, high speed, easy to access Wi-Fi services for all passengers

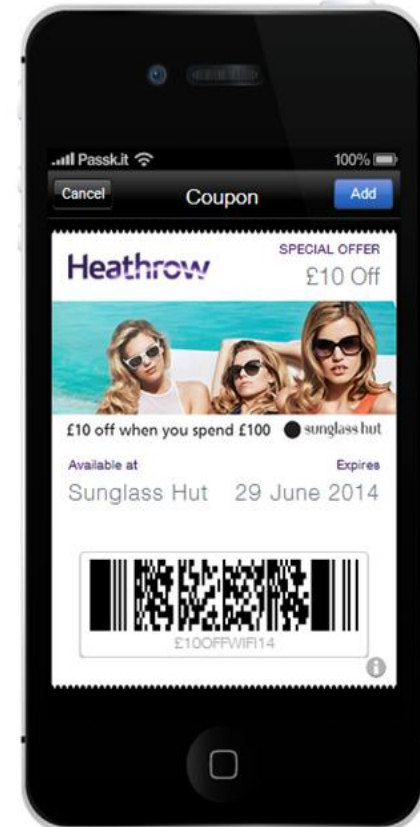
Real time operational information available to the whole airport community



Mobile provides opportunities for personalised journey assistance



Mobile provides valuable new business opportunities in-terminal



And will continue to improve the whole airport experience



We have made big improvements in the data we hold about our passengers to power our innovations

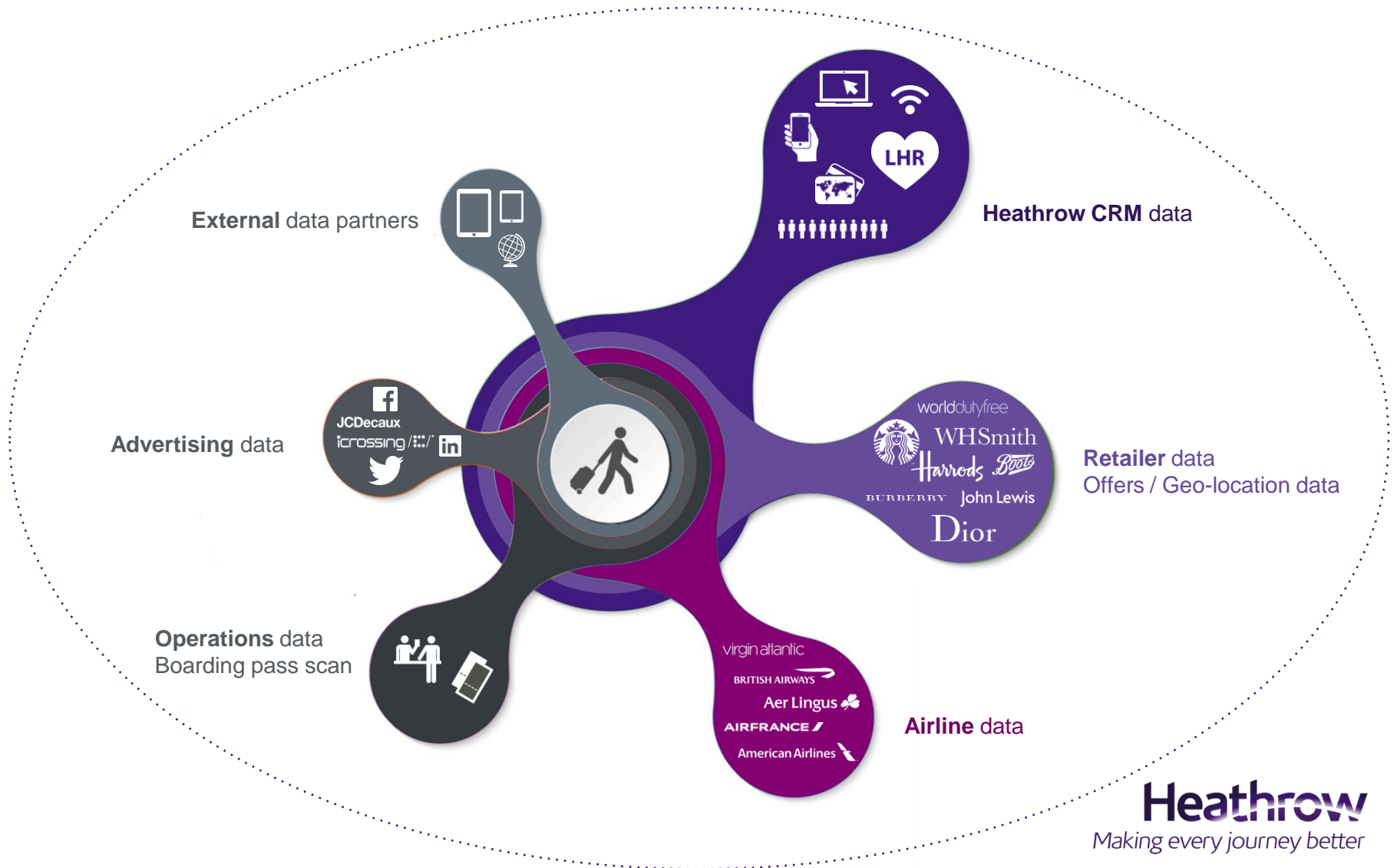


1.4m members



13m contacts

Our opportunity lies in joining up all these opportunities and data sources for greater personalised journeys



Commercial Telecoms 2016

Next Gen
Public Wi-Fi
and Internet



Heathrow
Cellular



Commercialise
Heathrow 4G



Expand Digital
Radio Offer



Heathrow

Making every journey better