THE HUB OF CHOICE

BAA

Capgemini
CONSULTING.TECHNOLOGY.OUTSOURCING

SITA
Create success. Together

SUCCESS STORY

BAA aims to reduce cost, improve service and transform IT at UK airports with SITA Communications@Airports Solutions

BAA operates six UK airports: Southampton, Aberdeen, Glasgow, Edinburgh, London Stansted and London Heathrow – the world's fourth busiest airport. In total, the six airports manage approximately 105 million passengers annually.

Of all BAA airports, Heathrow, in particular, is a complex real-time business. For example, more than 90 airlines, supported by over 12 different ground handlers operate around 1,300 flights a day using 2 runways operating at over 95% capacity at Heathrow.

Knowing how the airport is operating means that BAA can take decisions in time to get the right resources in the right place- improving both the passenger experience and airline service.

BAA is owned by FGP TopCo Limited, a consortium led by Grupo Ferrovial, which also includes Caisse de depot et placement du Quebec and GIC Special Investments. In 2010, BAA enjoyed revenues of more than £2 billion.

PROVIDING THE OPTIMUM PASSENGER AND AIRLINE EXPERIENCE

BAA has an investment programme to deliver innovative airport IT systems that will support processes from aircraft landings to security queues to improved service quality at the airport.

Within this investment programme, in late 2009, BAA decided to outsource IT services at its UK six airports in an effort to simplify its IT portfolio and drive down IT costs, while improving service levels. At the same time, the company wanted to deliver new solutions for airlines, retailers and other stakeholders— transforming the passenger experience at its airports.

Examples of the new solutions BAA are implementing include:

- Improved real-time information to keep passengers and airlines better informed and to allow for quicker aircraft turnaround and better recovery from any issues; and

- Real-time tracking of aircraft and passengers to allow for better planning for the future and more detailed information on flights and the passengers on each flight.

BAA was particularly focused on providing the optimum experience for passengers and airlines at Heathrow—delivering on its key objective to position Heathrow as London's direct connection to the world and the European 'Hub of Choice'.

For BAA's other airports, its main goal was to run the airports at optimum cost and service levels, but without the value-enhanced services required by an international airport hub like Heathrow.

In March 2011, after a competitive selection process, BAA chose Capgemini, one of the world's leading providers of consulting, technology and outsourcing services, as its prime contractor. SITA had been working as part of Capgemini's consortium for over 15 months and were a fundamental part of Capgemini's overall success. The specific strengths that SITA brought to the consortium were its deep airport operational understanding, its strong airline relationships and its key focus on airport communications services across all areas of airport operations.

"BECAUSE OUR FOCUS IS ON RUNNING AIRPORTS, IT MAKES SENSE FOR SPECIALIST IT FUNCTIONS TO BE OUTSOURCED, WHICH IS ALSO MUCH MORE COST EFFECTIVE. WE WANT TO IMPROVE OUR RESILIENCE AND ENSURE THAT WE HAVE THE RIGHT SYSTEMS IN PLACE TO SHARE THE RIGHT INFORMATION AT THE RIGHT TIME."

PHILIP LANGSDALE
CHIEF INFORMATION OFFICER, BAA

MANAGING ALL TELECOM SERVICES FOR BAA'S AIRPORTS

Under the five-year, US$65 million agreement, SITA will orchestrate and manage telecom services across all of the BAA airport IT network environment. This includes provisioning network, telecommunications and radio services for the airports, while also incorporating functions such as service transition, transformation and commercialization of IT services.

More specifically, SITA will provide LAN, WLAN, voice and radio systems, ITIL-based service management and contract management. This covers:

- 90,000 LAN points
- 1,300 WLAN access points
- 2,800 LAN switches
- 4,000 professional mobile radio terminals

In addition, SITA will support a fully resilient WAN, which connects the airports with BAA administrative and technical facilities. Finally, 60 network and radio operational specialists successfully transferred from BAA to SITA.

For SITA, the deal represents a major outsourcing win, along with an opportunity to continue to develop its portfolio in conjunction with a world leading airport operator. Service Transition successfully completed in May 2011 with planned Service Transformations taking place during 2011 and 2012.

"WORKING IN EFFECTIVE COLLABORATION WITH AN ECOSYSTEM OF PARTNERS IS OFTEN VITALLY IMPORTANT TO PROVIDE OUR IT OUTSOURCING CLIENTS WITH THE BEST POSSIBLE SERVICE. WE ARE THEREFORE DELIGHTED TO BE WORKING WITH SITA IN OUR MAJOR NEW CONTRACT WITH BAA, AND WE ARE CONFIDENT THAT SITA, WITH THEIR WORLD-LEADING EXPERTISE IN TELECOMS AND AIR TRANSPORT COMMUNICATIONS, WILL MAKE A KEY CONTRIBUTION TO OUR SUCCESS AT BAA."

GREG HYTTENRAUCH
HEAD OF BUSINESS DEVELOPMENT, CAPGEMINI GLOBAL INFRASTRUCTURE SERVICES
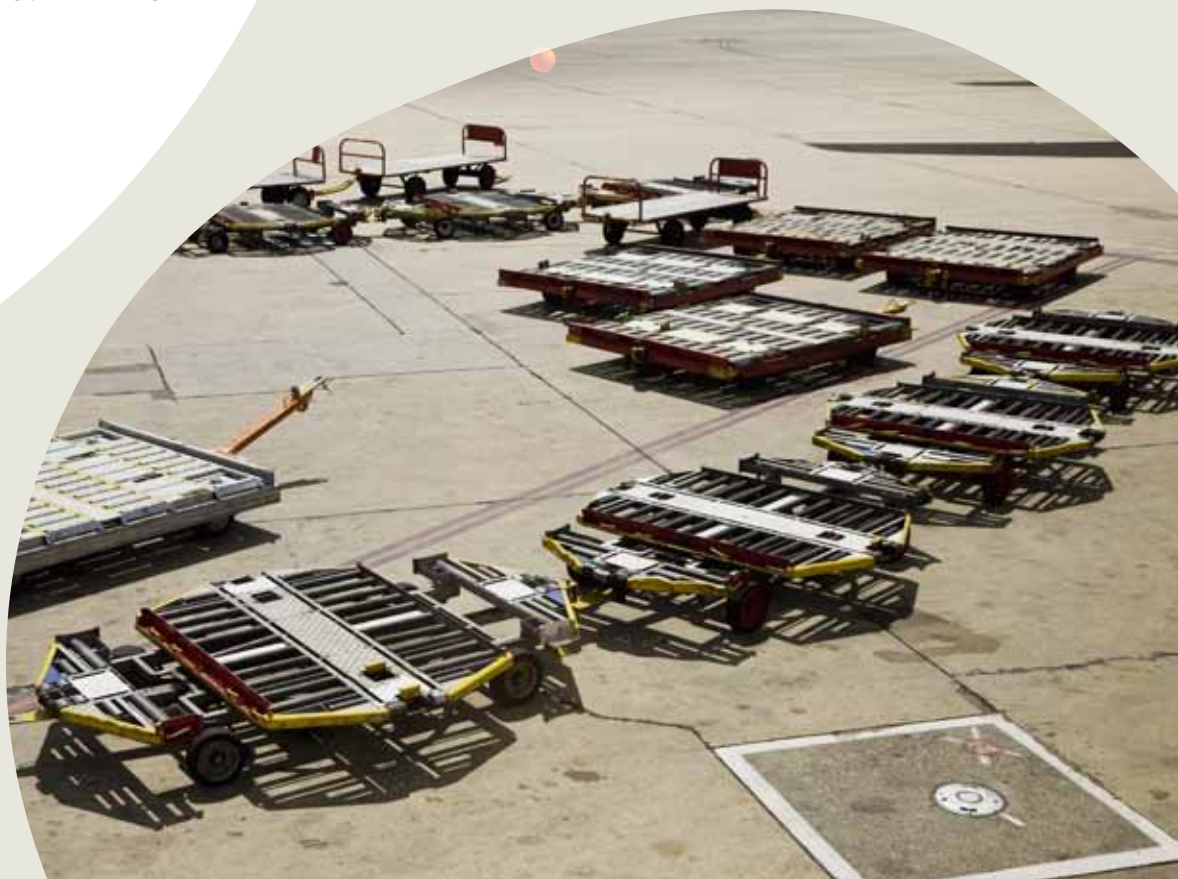
"IN ADDITION TO COST SAVINGS, OUTSOURCING IT TO AN INDUSTRY SPECIALIST LIKE SITA WILL GIVE BAA ACCESS TO A MUCH WIDER RANGE OF IT EXPERIENCE AND KNOW-HOW, ALLOWING IT TO FOCUS ON ITS CORE BUSINESS."

FRANCESCO VIOLANTE
CEO, SITA

REALIZING LOWER COSTS, HIGHER REVENUES AND BETTER SERVICE

SITA will provide a number of important benefits, via Capgemini, to BAA and the airports it manages. These include:

- Reducing telecom costs by more than 10% over the five years of the contract;

- Improving service levels and enhancing tools and processes across all areas of IT delivery, in part by leveraging both Capgemini and SITA's Six Sigma expertise;

- Delivering increased resilience, business continuity and information security;

- Enabling BAA to develop a portfolio of high-quality products and services at its airports by leveraging its IT services and platforms to offer wider benefits to all airport users;

- Establishing a commercialisation business plan aimed at significantly growing non-aeronautical sales revenues over five years; and

- Applying SITA "know-how" in running and transforming airport Network Operations Centres.

For further information on the BAA deal, please contact
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SITA AT A GLANCE

We are the world's leading specialists in air transport communications and IT solutions.

We deliver and manage business solutions for airline, airport, GDS, government and other customers over the world's most extensive network, which forms the communications backbone of the global air transport industry.

For further information, please visit **www.sita.aero**