Cochin International Airport Ltd.
Achieves Customer Delight with
HCL “Real time Flight Information” System

Client Brief
The Cochin International Airport Ltd. (CIAL) is the first Greenfield Airport setup in the Public Private Partnership (PPP) model in civil aviation infrastructure sector in India. In order to provide high-end customer experience, CIAL wanted to implement IT Services which would add to the comfort of passengers and travelers. They were looking for a partner who could help them communicate a variety of timely and important information throughout the airport.
Client Requirements

The client wanted to implement “Real time Flight Information” display at the airport premises to ensure:

- Flight, airport and directional information to passengers and the public
- Tailored information to airport staff, airlines, customs, etc.
- Information for airport evacuation in case of an emergency or security alert
- Flight information to Internet users on the airport website
- Video display facility for advertisements
- 24*7*365 days uptime
- Cost effective solution
- Multi-lingual support

Solution Offered

HCL Infosystems Ltd, having sound airline industry experience, collaborated with CIAL to deliver a seamless solution in line with their Customer Relationship Management Strategy. HCL team effectively captured the client’s requirements and deployed:

- 40” LCD displays
- WINBee Thin Client powered by XP Embedded, specifically designed for both stand-alone and tiled applications
- “FIDS software” (Flight Information Display System)
- Applications Server and Database Server loaded with VB.Net and SQL database respectively

The solution was so successful that CIAL placed a repeat order with HCL after observing the product performance and business benefits for more than 6 months.
The solution design and deployment ensured:

- Accurate flight delay, check-in or boarding information
- Integration with ADAS (Automatic Digital Announcement System)
- Multi-lingual support
- News display option
- Website integration for online information update
- Customizable screens to create personalized environment

Business Benefits

The “Real time Flight Information” System implemented by HCL enhanced the airport experience for passengers and the public by providing accurate, precise, timely and easily accessible information to them. The real business benefits that helped the client are:

- Tailor made solution with a close fit between business objectives and CRM strategy
- Optimized operational costs through lower power consumption and reduced administrative and maintenance costs, ensuring about 55% lower Total Cost of Ownership (TCO)
- Enhanced performance with rugged Windows Operating System embedded with Enhanced Writer Filter (EWF) to reduce Operating System crash and virus threat
- 24*7*365 uptime as there are no major
moving parts in “Mobile Thin Client” like HDD, ODD, etc. and the maintenance time is significantly reduced

- Increased ability to remain competitive in the next-generation communications marketplace by empowering passengers with real time information
- Better manageability due to browser based Remote Embedded Management Software
- Environment friendly ensuring less carbon footprint. WINBee Thin Client consumes approx 75% lesser power than a PC and dissipates less heat

For more details, please contact us at marketinginfotech@hcl.com or visit us at www.hclinfotech.in