



## Enhancing Communication Infrastructure for a Global Air Services Network

### Overview

The Global Air Services Network oversees three major airports in the southern United States, each supporting millions of passengers and significant cargo activity. The communication environment depended on three separate legacy phone systems with nearly four thousand endpoints, creating operational inconsistencies and maintenance challenges. The Airport Operations Centers, responsible for crash-call management, emergency response and coordination with control towers, required a stable and reliable voice platform that could operate without interruption. To modernize this mission-critical ecosystem, the airport system partnered with Black Box to implement a unified and resilient communication infrastructure.

### Challenges

The Global Air Services Network operated three major airports, each relying on its own legacy phone system. This created fragmented communication workflows and made it difficult to maintain consistent reliability across nearly four thousand endpoints. The Airport Operations Centers were responsible for critical functions such as crash-call coordination, emergency response and real-time communications with control towers. These teams required uninterrupted voice connectivity to maintain safety and operational continuity. Managing multiple aging systems increased the risk of failures and made day-to-day operations more complex. The organization needed a unified and dependable communication platform that could support 24x7 operations without disruption.

### AT A GLANCE

#### CHALLENGES

- Fragmented legacy phone systems across airports
- High operational risk in 24/7 command centers
- Large endpoint volume needing consistent reliability
- Critical emergency coordination requiring zero disruption

#### SOLUTIONS

- Unified voice platform built on Cisco infrastructure
- On-site technical team managing full migration
- Phased deployment ensuring continuous operations
- 24x7 monitoring and support through NOC

#### RESULTS

- Successful transition to a modern unified system
- Improved reliability for command center operations
- Streamlined management with trained on-site engineer
- Reduced downtime risk across all airport facilities

#### BENEFITS

- Scalable voice infrastructure for multi-airport operations
- Stronger operational continuity and safety readiness
- Simplified maintenance and lifecycle management
- Future-ready environment for communication upgrades



## Solutions

The airport system partnered with Black Box to manage and support its Voice Communication Infrastructure. Working as an extension of the internal IT staff, the team handled daily operations, proactive monitoring and 24x7 incident response with support from the Black Box Network Operations Center. This ensured reliable performance and reduced the burden on internal teams.

When it was time to modernize the communication environment, Black Box guided the airport system through a phased migration to Cisco Unified Communication Manager. The team delivered engineering design, on-site assessments, project management and full deployment services, including device installation, subscriber programming, testing and user training. This structured approach enabled a smooth and uninterrupted transition to the new platform.

## Why Black Box?

This airport system's modernization journey highlights why Black Box is a trusted partner for mission-critical communication transformation. Black Box addressed more than legacy voice challenges by delivering a unified, resilient, and scalable communication environment designed for 24x7 airport operations. With deep expertise, strong technology partnerships, and a hands-on onsite support model, Black Box enabled improved reliability, operational continuity, and emergency readiness. Global transportation organizations continue to rely on Black Box to modernize complex infrastructure, reduce risk, and operate with confidence in always-on environments.

Black Box is a global leader in digital infrastructure solutions, delivering network and system integration, managed services, and technology products to Fortune 100 and top global enterprises. With a presence across the United States, Europe, India, Asia Pacific, the Middle East, and Latin America, Black Box serves businesses across financial services, technology, healthcare, retail, public services, and manufacturing.

## Results

The migration successfully established a modern, dependable, and fully unified communications ecosystem across all three airports. The core infrastructure and voice-processing environment are fully live and stable, enabling Airport Operations Center agents to manage inbound and outbound calls seamlessly on the upgraded platform.

By consolidating multiple legacy systems into a single, integrated environment, the project has significantly reduced operational complexity while strengthening overall resilience and service continuity. In addition, a dedicated on-site engineer provides proactive monitoring, real-time troubleshooting, and ongoing maintenance, ensuring critical communication workflows remain uninterrupted at all times.

With this new foundation in place, the airports are now well-positioned to scale effortlessly, support future expansion, and accelerate long-term communication modernization initiatives.