



## Enhancing Communication Infrastructure for a Global Air Services Network

This global air services network has greatly benefited from Black Box's expertise in managing, optimizing, and modernizing its essential voice communication systems, resulting in seamless operations and efficient customer service.

### **INDUSTRY:** Transportation (Airline)

### **BACKGROUND:**

This global air services network oversees three major airports in the southern United States that collectively form one of the largest public airport systems in North America, serving millions of passengers over the years. The airport system provides extensive passenger and cargo services, connecting passengers to numerous nonstop destinations and positioning the global air services network as a key international gateway in the southern-central United States.

### **CHALLENGE:**

The critical voice communication infrastructure across these three major airports of the southern US comprised three distinct phone systems, totaling nearly 4,000 endpoints. The Airport Command Centers (AOC) at two major airports served as the nerve centers of the Air Services Network and were responsible for essential communications, including Crash Call coordination with the control tower, emergency response coordination, and overall airport operations. The challenge was to transition these AOCs to a new Cisco voice communication platform with minimal disruption, as this intricate system was essential for the continuous, 24/7 operation of the airports.

Managing and maintaining this vital voice communication infrastructure was a complex and ongoing task that required a dedicated team with expertise in the latest tools and technologies.

This work involved continuous monitoring and support, as well as staying up-to-date with evolving communication technologies to guide the airports through necessary migrations to next-generation solutions.

### **CHALLENGES**

- 24/7 management/monitoring of critical voice communication infrastructure
- Migrating Airport Command Centers to next-gen voice communication platform

### **SOLUTION**

- Black Box Managed Services

### **RESULTS**

- Successful completion of Phase 1 of Cisco migration
- Optimization of voice communication infrastructure management/monitoring
- Increased availability of technical expertise and resources
- Highly effective incident and performance remediation

### **VALUE**

- Peace of mind for airport IT management
- Freedom to shift internal resources to other business priorities
- Seamless modernization of voice communication technology



## SOLUTION:

To address these challenges, the IT Project Management team for the airport system counts on an on-site team from Black Box to oversee the air services network's Voice Communication Infrastructure. Acting as an extension of the airport systems' IT staff, the Black Box team served as a valuable on-the-ground resource, backed by extensive monitoring and engineering support of the larger Black Box Network Operations Center.

The managed services delivered by Black Box allowed the company to invest its time and energy in other crucial aspects of IT operations, confident that communications are performing as needed. In addition to routine management and maintenance, the Black Box team of experts provided proactive monitoring — often addressing issues before they become evident to end users — and 24x7x365 incident and performance remediation.

When it became necessary for the airport system to evolve its communications platform to the latest technology, the Black Box team provided the expertise and resources to make this migration as seamless as possible. Facilitating a phased move to Cisco Unified Communication Manager, Black Box delivered professional services, including engineering and architecture design, on-site assessment and surveys, project management, as well as deployment services including subscriber programming, infrastructure installation, device deployment, on-site training, hardware replacement, carrier testing, and performance functionality testing.

## RESULT:

Phase I of this extensive migration project, transitioning from the Avaya system to the new Cisco platform, has already been successfully completed. With the core infrastructure, voice processing system, and contact center in place, the Airport Operations Centers (AOC) agents are already processing calls on the new Cisco platform. As the Black Box team working at this global air services network includes a fully Cisco-trained network engineer, the team is a go-to resource not only for questions and issues related to voice communications but also for broader questions related to IT.

## GET IN TOUCH

For more information about our services or for a quote, please contact us at [855-324-9909](tel:855-324-9909), [Contact@blackbox.com](mailto:Contact@blackbox.com), or visit [BLACKBOX.COM](http://BLACKBOX.COM).

## ABOUT BLACK BOX

Black Box® is a trusted IT solutions provider delivering cutting-edge technology products and world-class consulting services to businesses across the globe in every industry. The breadth of our global reach and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.

