



Strengthening AOCC Resilience and Efficiency at a Leading Airport in India

BACKGROUND

A major international airport in India — recognized for best-in-class operations — is expanding with a newly constructed terminal. Both the existing and new Airport Operations Control Centers (AOCCs) required a modern, reliable platform to streamline operations, enhance visibility, boost efficiency, and enable seamless cross-department collaboration.

CHALLENGE

The airport's legacy workflow relied on a centralized chassis, creating a single point of failure and requiring an expensive redundancy system to stand by. This architecture posed a risk of critical downtime and potential operational disruption. The airport sought a resilient, easily manageable, remotely monitored solution that eliminated single-point vulnerabilities while ensuring continuous operational readiness.

SOLUTION

Black Box deployed the award-winning Emerald Control Ecosystem, Boxilla Management Platform, and DESKVUE Multi-Source Receiver. The solution was integrated seamlessly into the AOCC ecosystem, delivering zero downtime during migration and immediate operational reliability. With two AOCCs already running smoothly and five more planned, Emerald® has replaced the fragile chassis architecture with a distributed system that simplifies management, provides robust remote monitoring, and future-proofs ongoing airport expansion initiatives.

RESULTS

The Emerald® architecture transformed the airport's operational backbone by eliminating single points of failure and reducing both downtime and operational costs. Its ultra low latency performance enhances operator responsiveness and cross-department collaboration, while centralized management streamlines IT workflows. The scalable, resilient, IP-based design integrates effortlessly with existing control systems and positions the AOCCs for long-term growth. Overall, the airport now benefits from a more efficient, reliable, and future-ready operational environment that supports its mission of delivering world-class passenger experiences. This proven, high-level performance of the Black Box Emerald® IP-based system is now poised for adoption in five of their next-generation Central Monitoring Rooms.


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