



About Heathrow

Heathrow is Europe's largest airport and one of the world's top international aviation hubs. As the UK's global gateway, Heathrow welcomes more than 76 million passengers every year with a commitment to 'making every journey better'.

The airport is home to more than 80 airlines and is Britain's largest cargo port, helping to drive British trade growth by connecting the nation to more than 190 destinations around the world.

Following an investment of more than £11 billion over the last 10 years, Heathrow is currently ranked by passengers as the 'Best Airport in Western Europe'.

CHALLENGE

Updating and modernising a busy control room presented Heathrow with an opportunity to address the ergonomic, operational and efficiency challenges that operators were experiencing.

Previously, operators used one screen per work station and had to move desks to access other systems and attend training and presentation sessions. The direct impact of this set-up was poor productivity, reduced time management and inferior customer service.

The new objective was to improve the operational workflows, seating positions, computer access points, training, data visualisation and data access across all desk locations in the office as well as an additional break out room.

The control room managers needed a solution that would allow all users to access multiple computer systems from a single work station, and increase the general ergonomics of the working area.

SOLUTION

The team at Heathrow worked closely with Adder Technology and a leading Adder partner, KVM Choice, to understand the requirements. By appreciating the true business challenges, Heathrow were recommended a high performance IP KVM solution to help facilitate all the required improvements.

By using the ADDERLink Infinity range, they could move all computers from the user environment to a secure communications room, freeing up work space and centralising the computers together to improve climate control and security.

ADDERLink Infinity 1002 transmitters were connected to each of the required computers which then extend, via standard IP network, to the user stations, a break out room, and a six-screen video wall for monitoring and presentations. An ADDERLink Infinity Manager (A.I.M.) was also installed to allow full management of the ADDERLink Infinity units on the network.

Heathrow Airport



RELATED PRODUCTS

Adder offer a vast range of products to suit your needs. Other products available include:

ADDERLink INFINITY 1002

ALIF1002P
ALIF1002R
ALIF1002T



ADDERLink INFINITY dual

ALIF2002P
ALIF2000R
ALIF2002T



ADDERLink INFINITY Manager (A.I.M.)

AIM-24



ADDER CCS-PRO4

CCS-PRO4



Each user station can now have at least two monitors in a dual set up with the ability to simultaneously access multiple computers from the one desk. Furthermore, users can instantly switch between any of the connected computers and nominated configurations using a single keyboard and mouse. Administration read and write access can also be defined in advance and attributed to individual operators.

"The IP KVM solution from Adder Technology has enabled more efficient workflows, improved ergonomics and enhanced productivity," said Neil Hunter of Heathrow Ltd.

RESULTS

The team at Heathrow were highly satisfied with Adder's high performance IP KVM solution.

"The system has gone down very well with the team and has improved our working life greatly," explained Neil. "The equipment speaks for itself in many ways including build quality and user interface. Its potential is greater than we currently require but this allows for expansion and development with ease, hence future proofing." "The sales and technical team fill us

with confidence. Once finalised, we have several other departments that have shown an interest in the setup, and who are keen to come and view the updated control room," concluded Neil.

Future proof: The KVM solution can scale with the control room requirements. Fully adjusting workflows and access points for computers and users across multiple locations.

Improved ergonomics: Computers are removed from the user environment with only a single keyboard or mouse required to access any number of systems.

Improved flexibility: Multiple people and working groups can connect to any of the systems they need.

Access multiple systems: Operators can access multiple systems, at one desk, at the same time with just one keyboard and mouse.

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THE IP KVM PEOPLE