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# SMARTER AIRPORTS

VALUE DELIVERED

FOR AIRPORTS BY AIRPORTS

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# THE RACE TOWARDS A TRULY SMART AIRPORT

After many years of pioneering innovation in the airport industry we stand at a cross-road. Countless airports have experiences with failed implementation projects, broken promises and “smart”- features that doesn't deliver the expected business value.

Often the problem is not the “smart”-features themselves, but the underlying foundation, which is not geared to capture, handle and expose high-quality data needed for smart airport operations.

Building upon old legacy core systems – trying to become smarter by adding multiple “smart” technologies will only take you part of the way. At some point the limitations of old legacy systems will be evident and prove to be a dead-end if you want to become a truly data driven - smart airport.

Together with Copenhagen Airports (CPH) we have decided to re-think the digital foundation of a future total airport management platform and get rid of old legacy constraints and limitations. We set out to utilize modern technologies to build a data foundation that will help us to drive decisions based on data rather than manual processes and gut-feeling.

We want to empower the business to innovate and drive ideas to production in a fast, safe and secure manner. We enable agility in order to support adaptation to an ever-changing world.

**Mehdi Motaghiani**

CEO

Smarter Airports

Smarter Airports was established in 2019 by Copenhagen Airports and Netcompany as a joint venture with the purpose of delivering a new market-leading digital platform for efficient and sustainable airport operations of the future.



**Domain Knowledge &  
Business Expertise**



**Operational & Commercial  
Excellence**



**Safety, Compliance &  
Governance**

CPH is an industry recognised leading international airport with 30 million passengers per year. It offers in-depth domain knowledge and expertise on how to develop and operate an efficient and modern airport. CPH has been awarded the title of Europe's most efficient airport 14 times in 16 years. It is not something that just happens. It requires focus and innovation.



We combine the best of two worlds in order to challenge status quo and deliver world class agile services that adds true business value  
– for airports by airports.

## netcompany



**+3,600 Engineers  
& Data Scientists**



**Trusted Partner Across +50  
Sectors (public & private)**



**+2,500 Successful  
Transformation Projects**

Netcompany is leading the way for the next generation of IT consulting by reinventing IT delivery with its focus on business value, speed and guaranteed delivery. Netcompany not only brings an unprecedented track record of successful IT implementation to the collaboration – but also the ability to consult and challenge airports’ ability to leverage modern technologies.

# FUNDAMENTAL DISCIPLINES ACCELERATING SMART AIRPORT TRANSFORMATION

Our vision of the smart airport of the future is to enable airports to optimize operations, enhance the passenger experience and explore new revenue streams in an open and collaborative eco-system.

## COLLABORATIVE ECO-SYSTEM

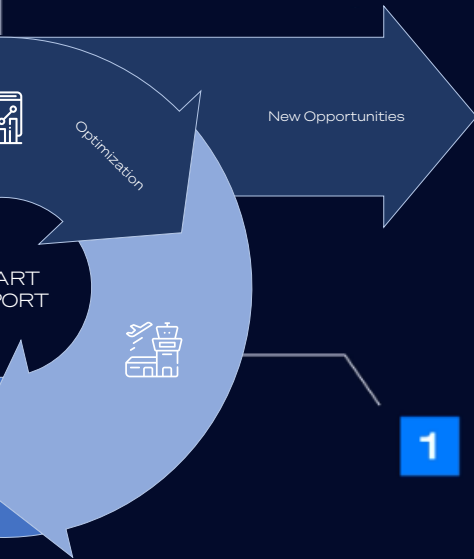
2

Smart airports operates through an eco-system of connected stakeholders, systems and devices. Smart airports collect, organises and exposes data to everyone, everywhere in real-time.



### 3 POWER TO DATA

Smart airports leverage the power of automation, machine learning and prediction to fuel business value creation. Smart airports connect stakeholders by using data and applying business logic - and learn from outcomes.



### 1 OPERATIONAL EXCELLENCE

Smart airports have a stable, reliable and low risk foundation for core operations. Allowing for the ability to capture, validate, handle and enrich all flight related data and processes.

# CONNECT ALL STAKEHOLDERS IN ONE PLATFORM

AIRHART is a modular total airport management platform that enables airports and all stakeholders to become smarter – together.

AIRHART facilitates an effective eco-system for optimizing operations, passenger experience, commercial excellence and the ability to adapt to new needs – faster.

With AIRHART we challenge status-quo by digitalizing from the ground up – free of legacy and constraints.

It is our ambition to become the world's leading total airport management platform. We are devoted to continuously expanding and improving the platform to the long-term benefit of all members of the smarter airport's community – by airports for airports.

## **BASED ON MODERN TECHNOLOGIES, AIRHART PROVIDES:**

- A modular and configurable platform that can be tailored to individual airports, while empowering rapid execution from idea to production.
- Embracing the eco-system mindset through API, transparency and new standards, while respecting existing IT system landscape and vendors.
- A continuous learning system based on trustworthy data, algorithms and artificial intelligence.



# THE SMARTER AIRPORTS OFFERING

## SOFTWARE VENDOR

We take full responsibility for delivering and operating AIRHART as a service.



## END-2-END SERVICE PROVIDER

We take full responsibility for ensuring end-2-end implementation, configuration and organisational change management.





We are committed to be the leading digital challenger in the aviation industry. To get there -

- We take co-responsibility for our customers success
- We utilize modern technologies in our platform to provide intelligent business capabilities and generate business value based on data
- We drive close partnerships with our customer – on site, present and available
- We are the best at what we do and stay true to our company culture and values – we never compromise on quality

# THE TRULY DATA-DRIVEN AIRPORT PLATFORM

## MODULES

Business specific modules optimised for smart end-to-end airport operations. Modules are added and combined to fit individual needs.

Multiple modules are currently under development with individual roadmaps aiming at release during 2021.

## CORE FEATURES

AIRHART's core features are interconnected and constitute a state-of-the-art foundation for smart data-driven airport operations.

The whole foundation is extremely flexible and easily adapts to changing requirements.

AIRHART's Matching & Enrichment Engine constitutes traditional AODB Features

# AIRHART



Commercial Management

Cargo Management

Custom Functionality

Custom Data Management

Flight Schedule Management

Existing IT

Passenger Experience Management

Baggage Management

Multi Airport Support

IoT Management

Aeronautical Charges & Billing

Information Display System (IDS)

3rd Party Integrations

Turnaround Management

Resource Management System

Insights

Logic Flow

Unified UI

AI / ML

Situational Awareness

Matching & Enrichment Engine

Integrations Framework

User Management

Core Data & Assets

Community Enabled Libraries

Basic Operational Features

Operational Flight Management



## EXPLORE HOW CPH KICK-STARTED ITS DIGITAL TRANSFORMATION BY IMPLEMENTING AIRHART

### **COPENHAGEN AIRPORTS – ARCHITECTS OF THE FUTURE AIRPORT**

Copenhagen Airports (CPH) has been appointed the most efficient airport in Europe fifteen out of seventeen times – most recently in 2019. In order to maintain this position, an ambitious strategy to become ‘architects of the future airport’ was presented in 2019. The strategy was conceived based on the fact that a new and drastic approach to digital transformation was necessary to deliver on CPH’s ambitious growth targets through optimisation and new opportunities.

### **REPLACING OLD LEGACY ARCHITECTURE**

Digital innovation and development of basic airport operations were stalling due to old legacy architecture and technology implemented in the early 1980’s. The legacy system covered many historical add-ons, was technologically outdated and hard to maintain – in effect a burning platform – leading to high maintenance cost, excessive risks and a hindrance to further development and growth.

In 2017 Netcompany was commissioned to perform life-time extension on the existing legacy core platform, and

while performing this task – Netcompany and CPH initiated discussions regarding a full-scale replacement with a self-developed platform for total airport management – AIRHART was born.

## **DIGITAL TRANSFORMATION FROM THE BOTTOM UP**

For many airports around the globe, becoming a smart airport has proven to be a tough and troublesome journey. Many have experienced failed implementation projects, broken promises and “smart” features that don’t deliver the expected business value. Often the problem is not the “smart” features themselves, but

the underlying foundation, which is not geared to capture, handle and expose high-quality data needed for smart airport operations.

Building upon old legacy core systems – trying to become smarter by adding multiple “smart” technologies will only take you part of the way. At some point the limitations of old legacy systems will be evident and prove to be a dead-end, if you want to become a truly smart airport. Digital transformation from the bottom-up implies high-risk. In CPH a comprehensive and robust transition plan was conceived, mitigating risks on multiple levels – technical, organisational as well as commercial.

Additionally, the implementation of AIRHART is expected to reduce IT cost considerably, all while providing CPH with the needed agility and resilience to face future challenges and reduce time to market.

Implementation of a truly data driven platform is allowing CPH to address and support a substantial leap in the sustainability domain. AIRHART impacts the development of smart grid, solar panels and reduction of emissions.

Smarter Airports is a challenger in a market dominated by large players relying on monolithic legacy systems and acquisitions. In the AIRHART platform the oldest code is dated 2019. The architecture is born to be flexible and meet the needs of a truly data driven airport of the future. AIRHART enables you to meet the requirements of tomorrow for efficient, passenger-centric, safety compliant and sustainable airport operations.



*At CPH we made a bold move and are getting rid of our old core legacy system. We are replacing it with a modern, flexible and modular platform, enabling us to transition, scale and develop in sync with changing needs and requirements.*

**Christian Poulsen**

COO / CIO, Copenhagen Airports



## WANT TO KNOW MORE?



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